



Memorandum

**TO: HONORABLE MAYOR
AND CITY COUNCIL**

FROM: Les White

**SUBJECT: 2005 SAN JOSÉ
COMMUNITY SURVEY**

DATE: March 21, 2006

RECOMMENDATION

Accept the report of survey results from the 2005 San José Community Survey.

BACKGROUND

In 2000, as part of Investing in Results (IiR), the City began seeking feedback from customers regarding their satisfaction with City services. One approach used to obtain this feedback is a bi-annual survey of San José residents. The 2005 Community Survey is our fourth such survey and it builds on the benchmark information provided by the previous surveys conducted in 2000, 2001, and 2003 to tell us how we are doing and where there may be opportunities to reshape services to more closely align with community expectations.

ANALYSIS

Survey Methodology

Professional expertise was used to design and conduct the community survey. Staff has utilized the firm of Fairbank, Maslin, Maullin & Associates (FMM&A) to assist with the survey based on the firm's expertise, and experience with surveys in other municipalities and in San José. In 2005, FMM&A worked with Employee Services staff as well as City Service Area and departmental representatives to update the annual survey instrument to reflect approved changes to performance measures which use the survey data and to develop new or revised questions.

From December 15 to December 21, 2005, FMM&A conducted telephone interviews with 1,000 San José residents whose phone numbers were randomly selected. The survey was administered in English, Spanish and Vietnamese. Given the City's population, the survey results as a whole have a margin of error of +/- 3.1 percent. Any smaller subgroups of the sample (e.g., by age, income level, etc.) have higher margins of error, and are thus somewhat less reliable.

As in the 2003 Survey, responses from residents of Strong Neighborhood Initiative (SNI) areas have been tabulated to compare SNI residents' perceptions of conditions and satisfaction with service delivery to overall, citywide responses.

Survey Results

Overall, the survey results continue to reflect positive perceptions about San José and the services the City provides. Over the five-year period since 2000, while most ratings have either held steady or improved slightly, several areas show a ten-percent or higher positive increase in perceived satisfaction, including the following:

- Traffic flow on city streets and freeways during commutes
- Traffic impacts in neighborhoods
- Library materials, availability and branch open hours
- Removing graffiti
- Fire prevention and protection
- Protecting open space
- Condition of library buildings, community centers, and government offices

Given the significant reductions in our ability to fund many public services over the past five years, these overall results reflect well on the hard work and productivity of City staff as well as our guiding strategy to focus limited resources on customers' service priorities.

Other key findings of the survey include:

- San José residents remain generally happy with the quality of life in San José, with 79% percent rating the quality of life as good or excellent (up from 75% in 2003).
- More than three-quarters of San José residents (76%) are "satisfied" or "very satisfied" with the overall quality of City services, a proportion that has remained very consistent since the 2000 baseline survey. Satisfaction with San José City services is significantly higher than satisfaction in other Bay Area cities like San Francisco (37%) or Oakland (30%).
- More than two-thirds of all San José residents (72%) rate the "overall physical condition" of their neighborhood as good or excellent (up from 67% in 2003), and 64% say their neighbors share a sense of local community pride (63% in 2003).

In SNI neighborhoods, residents were less likely to rate the physical condition of their neighborhood as "excellent" (14% vs. 31% non-SNI areas) but were more likely to say that its condition had improved over the last two years (57% vs. 47%).

- As has been the case in previous years, about one-third of San José residents (32 percent) say they have had contact with a City employee in the past two years. More than eight in ten of those who had contact with City employees continue to express satisfaction with their courtesy, timeliness, and competence.

- As seen in the 2003 Survey, there is no single issue or group of issues that San José residents overwhelmingly believe should be City government's top priority to address. Again, the same five issues of traffic congestion (11%), crime (13%), education (9%), jobs (5%) and housing costs (8%) were named most often by residents as the most pressing issue for San José. They are joined this year by Cost of Living (7%) and Street Maintenance (5%) as the next most salient issues. In 2000, the issues of traffic congestion (28 percent) and housing costs (25 percent) were clearly the dominant issues in the city.
- San José residents continue to feel safe walking around during the day in their neighborhoods (90 percent), in the park nearest their house (84 percent), or in the downtown area (71% - up from 65 percent in 2003). Most residents also feel safe in their neighborhood at night (72% - up from 68 percent in 2003). Although fewer residents feel safe in the evening hours in the park nearest their house (51%) or downtown (43%), both of these indicators have significantly improved from 2003 levels.

New Questions

- Two new questions asked for the 2005 Community Survey were aimed at communications between residents and the City. Residents were asked where they get most of their news and information about San José government. Nearly half (47%) rely on television news, followed by the San José Mercury News (29%), radio news (8%) and the City's website (6%). All other sources, including "word of mouth", the City's cable television channel, City newsletters, non-city websites and other community newspapers were named by fewer than 3% of residents.
- Residents were also asked for their preferred method of contacting the City for non-emergency service requests or information. The highest proportion would prefer to telephone the responsible City department directly (44%), followed by visiting the City's website (15%), calling the Customer Service Call Center (14%), visiting a City office in person (13%) and sending an e-mail (7%).

Please refer to Attachment A for a summary of progress on issues identified in the 2003 Community Survey and Major Community Initiatives.

According to the survey consultants, the results of San José's community survey compare favorably to results in other large cities. In a number of cases, San José's positive results are more akin to results in smaller municipalities. Representatives from FMM&A will help provide a brief overview of the survey results and be available to respond to questions at the April 4, 2006 City Council meeting.

OUTCOME

The community survey is designed to provide a broad look at how residents feel about San José and the City's services. Using the results as benchmark performance measures in their business plans, City Service Area and departmental teams will analyze results and may identify opportunities for service delivery improvement or for further inquiry, through focus groups or targeted surveys.

PUBLIC OUTREACH

Input for the survey responses was gathered from 1000 randomly selected San José residents through telephone interviews during the period December 15 – 21, 2005.

COORDINATION

The Community Survey data and report were coordinated with all departments and Council Appointees.

COST IMPLICATIONS

None

CEQA

N/A


LES WHITE
City Manager

Attachments

ATTACHMENT A

Progress on Issues Identified in the 2003 Community Survey and Major Community Initiatives

The following table compares results of the 2005 Survey on various issues identified by the 2003 Survey as well as major community initiatives. In addition, the five-year trend from 2000 is presented.

	Comparison of Results – 2005 to 2003 (2000)
Issues Raised by Council in 2003	
<ul style="list-style-type: none"> ▪ Perception of safety in the Downtown <ul style="list-style-type: none"> ○ Daytime ○ At Night 	Up from 65% to 71% (up 9% from 2000) Up from 38% to 43% (up 9% from 2000)
<ul style="list-style-type: none"> ▪ Perception of safety while biking 	Up from 41% to 48% (up 15% from 2000)
Major Community Initiatives/Issues	
<ul style="list-style-type: none"> ▪ Overall Neighborhood Condition <ul style="list-style-type: none"> ○ Better in last two years 	Up from 67% to 72% (up 3% from 2000) Up from 47% to 48% (up 9% from 2000)
<ul style="list-style-type: none"> ▪ Graffiti Cleanup on Buildings 	Up from 58% to 60% (up 10% from 2000)
<ul style="list-style-type: none"> ▪ CIP/Condition of City Facilities <ul style="list-style-type: none"> ○ Library Buildings ○ Parks ○ Community Centers ○ Government Offices 	Up from 74% to 78% (up 18% from 2000) Steady at 71% (up 4% from 2000) Up from 53% to 59% (up 22% from 2000) Up from 54% to 59% (up 13% from 2000)
Lowest Rated/Significantly Declining Services in 2003	
<ul style="list-style-type: none"> ▪ Providing programs for Seniors to help them live on their own 	Up from 33% to 39% (up 7% from 2000)
<ul style="list-style-type: none"> ▪ Providing after-school programs for young people 	Up from 35% to 41% (up 7% from 2000)
<ul style="list-style-type: none"> ▪ Encouraging development of child care programs 	Up from 34% to 43% (up 9% from 2000)
<ul style="list-style-type: none"> ▪ Redeveloping Downtown 	Up from 52% to 61% (up 5% from 2000)
<ul style="list-style-type: none"> ▪ Protecting Open Space 	Up from 37% to 44% (up 11% from 2000)



TABLE OF CONTENTS

INTRODUCTION.....	2
PART 1: THE QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSE.....	8
1.1 QUALITY OF LIFE IN SAN JOSE	8
1.2 ISSUE CONCERNS	11
PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES.....	14
2.1 OVERALL RATING OF THE QUALITY OF SAN JOSE’S CITY SERVICES	14
2.2 RATINGS OF INDIVIDUAL SERVICES.....	15
2.3 EVALUATIONS OF SAN JOSE LIBRARIES	19
2.4 TRAFFIC IN SAN JOSE	21
2.5 RESIDENT SUGGESTIONS FOR IMPROVING CITY SERVICES	23
PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS.....	26
PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSE	28
4.1 FEELINGS OF SAFETY	28
4.2 EVALUATIONS OF THE INDEPENDENT POLICE AUDITOR	30
4.3 EMERGENCY PREPAREDNESS	32
PART 5: COMMUNITY ENGAGEMENT IN SAN JOSE	35
5.1 CONDITIONS IN SAN JOSE NEIGHBORHOODS	35
5.2 CONDITION OF PUBLIC FACILITIES	37
5.3 ACCESSIBILITY OF PUBLIC AMENITIES	38
5.4 PARTICIPATION IN VOLUNTEER ACTIVITIES	39
PART 6: INFORMATION SOURCES.....	42
APPENDIX A: TOPLINE SURVEY RESULTS	

INTRODUCTION

To complete the 2005 San Jose community survey, Fairbank, Maslin, Maullin & Associates (FMM&A), conducted a survey of 1,000 randomly selected San Jose residents over the age of 18. The interviews took place between December 15 and 21, 2005. The survey questionnaire was translated and administered in both Spanish and Vietnamese, as well as in English.

Survey questions were developed in consultation with City staff, and most were repeated from previous community surveys conducted in November 2000, November 2001, and December 2003 in order to track changes in community opinion over time. As was the case with the previous studies, questions were designed to provide data for the City's "Investing in Results" (IiR) performance measurement system. The sample was weighted slightly to conform to demographic data on the City's population.

The margin of error for the survey sample as a whole is plus or minus 3.1 percent; for smaller subgroups of the sample, the margin of error is larger. For example, statistics reporting the opinions and attitudes of residents over age 65, who make up 11 percent of the sample, have a margin of error of plus or minus 9.5 percent. Therefore, for this and other population groupings of similar or even smaller size, interpretation of the survey's findings are more suggestive rather than definitive and should be treated with a certain caution.

Upon completion, residents' responses to questions regarding their nearest major street intersection were analyzed to determine whether or not respondents lived in Strong Neighborhoods Initiative (SNI) areas. A total of 160 respondents were identified as living in Strong Neighborhoods Initiative areas, while 511 respondents were identified as living in other parts of the City. The remaining respondents either declined to answer questions about their nearest street intersection, or provided incomplete or inconclusive information.

This report discusses and analyzes the survey's principal findings. Following the summary of findings, the report is divided into five parts:

- **Part 1** examines San Jose residents' general attitudes toward the city, their perceptions of the quality of life in San Jose, and their evaluations of the most important issues facing the city.
- **Part 2** describes residents' general evaluation of the services provided by San Jose City government, as well as detailed evaluations of resident satisfaction with a variety of specific City services, including libraries and traffic management. It also examines resident suggestions for improving City services.
- **Part 3** looks at the level of resident contact with City employees and gathers residents' impressions of the helpfulness of employees with whom they had contact.
- **Part 4** focuses specifically on public safety. It analyzes residents' feelings of safety in various parts of the city and their evaluations of the Independent Police Auditor (IPA).
- **Part 5** discusses residents' engagement with various aspects of the community. It includes resident evaluations of the physical condition of the City including both

public facilities and also residential neighborhoods, and includes an analysis of residents' evaluations of the accessibility of a variety of public amenities. It also discusses residents' participation in volunteer activities.

- **Part 6** shows where residents turn to for information about issues affecting the City.

The topline results of the survey are included at the end of the report in Appendix A.

SUMMARY OF MAJOR FINDINGS

The 2005 San Jose Community Survey shows that sizable majorities of residents continue to offer positive evaluations of San Jose as a place to live, of the City services they are provided, of the accessibility of various public facilities, and of the quality life in their immediate neighborhoods. Moreover, most residents continue to feel safe in their neighborhoods and nearby parks both during the day and at night. Many residents are also invested in their communities. Not only do 64 percent believe that people in their neighborhood share a “sense of local community pride,” but one-third of residents have volunteered their time to a community or government organization in San Jose in the past year. This level of satisfaction and community commitment matches that found in previous years’ community studies.

While in 2000 traffic concerns and housing costs were far and away the most salient issues with San Jose residents, this year (as in 2003) no one issue stood out as most pressing. In fact, between seven percent and 11 percent of local residents named traffic congestion, education, housing costs, the cost of living, and crime as the most serious issue facing residents of San Jose that they would like City government to address.

In all, these findings show a community that remains happy with its quality of life and the services and amenities that define it. They recognize a number of local problems that they think should be addressed, but do not identify a single, dominant local concern.

The following items stand out among the survey’s specific findings:

- Just under eight in ten (79%) residents consider San Jose an “excellent” (28%) or “good” (51%) place to live. Just four percent consider it a “poor” place to live. Positive ratings are little changed from 2003 or 2001, but continue to be up slightly from 2000 when a lower 69 percent had a positive view. Furthermore, the proportion with an “excellent” impression of San Jose as a place to live has steadily increased, from 16 percent in 2000 to 28 percent in the current study. (*Section 1.1*)
- Not only do the vast majority of residents have a positive impression of San Jose as a place to live, but six out of ten or more residents give the City an “excellent” or “good” rating for most individual aspects of life in San Jose that contribute to residents’ overall quality of life. Residents express the greatest satisfaction with the condition of local parks (68% excellent/good), residential properties (65%), trees (64%), City sidewalks (62%), neighborhood streets (59%), landscaping on City streets (59%), and the adequacy of street lighting (59%) (*Section 1.1*)
- As in 2003, no one issue stands out as the most pressing concern to San Jose residents. When asked to volunteer what they consider to be the most serious problem facing San Jose, the highest proportions mentioned traffic congestion (11%), education (9%), housing costs (8%), the cost of living (7%), and crime (7%). In 2000, the issues of traffic congestion (28 percent) and housing costs (25 percent) were clearly the dominant issues in the City. (*Section 1.2*)

- Three out of four residents (76%) are “satisfied” with the overall quality services provided by the City of San Jose, while just 12 percent are “dissatisfied.” These proportions are essentially unchanged from prior years. (*Section 2.1*)
- A majority of residents rate nearly all of the 18 specific City services tested as “excellent” or “good.” As in previous years, library services, police and fire services, and park maintenance are viewed particularly favorably. The only services rated as “excellent” or “good” by less than a majority of residents are *enhancing public spaces with public art* (44%), *protecting open space in San Jose* (44%), *encouraging the development of child care programs* (43%), *providing after-school programs for young people* (41%), and *providing programs to help seniors live on their own* (39%). However, no more than 17 percent rate any of these areas poorly. Furthermore, when those who are unable to offer an opinion are excluded, a majority of residents able to offer an opinion rate these and all other services positively. (*Section 2.2*)
- From 2003 to 2005, there was little change in the ratings for most specific services, with library services, fire services, police services, graffiti removal, and parks generating the strongest ratings. However, in the current study, ratings improved most in areas that have received some of the weakest ratings in past years, including *and redeveloping downtown San Jose as an attractive and economically viable city center* (a nine-point increase since 2003), *encouraging the development of child care programs* (a nine-point increase), *protecting open space in San Jose* (a seven-point increase), and *enhancing public spaces with public arts* (a six-point increase). (*Section 2.2*)
- Two-thirds (66%) of residents said that someone in their family has used a San Jose Public Library (either in person or on-line) in the past year, and 47 percent said that they or a family member have used the library seven or more times in the past year. Continuing a trend that began in 2000, residents have increasingly positive feelings about local libraries, including their physical condition, hours, accessibility, and the availability and variety of materials in the collection. (*Section 2.3*)
- From 2000 to 2003, the results showed a steady increase in the proportion of residents who considered traffic in their neighborhoods, during their commute on city streets, and during their commute on local freeways and expressways to be “acceptable.” This year, the proportions feeling this way are unchanged from 2003. Nearly three out of four (73%) residents consider neighborhood traffic to be “acceptable,” while 60 percent feel this way about traffic on city streets during their commute and 45 percent about traffic on freeways and expressways during their commute. (*Section 2.4*)
- Approximately eight in ten residents feel the traffic conditions are safe when driving on San Jose streets (83%) or walking in San Jose (79%). Reflecting the fact that one-quarter cannot give an opinion, a lower 48 percent feel bicycling in San Jose is safe. Two in ten (20%) feel bicycling is unsafe. (*Section 2.4*)
- As in previous studies, about one-third of San Jose residents (32 percent) said they have had contact with a City employee in the past two years. Again, unchanged from past years, approximately eight in ten who had contact with City

employees continue to express overwhelming satisfaction with those employees' courtesy, timeliness, and competence. (*Section 3*)

- Seven out of ten or more residents continue to feel safe walking around during the day in their neighborhoods (90 percent), in the park nearest their house (84 percent), or in the downtown area (71 percent). Most residents also feel safe in their neighborhood at night (72 percent), although lower numbers feel safe in the evening hours in the park nearest their house (51%) or downtown (43%). Perceptions of safety in the downtown area at night (up five points), at a nearby park at night (up seven points) and downtown during the day (up six points) have increased slightly since 2003. (*Section 4.1*)
- When those who feel unsafe in downtown San Jose during the day were asked to express in their own words why they feel this way, nearly half (45%) mentioned something to do with the people, either perceiving them as “unsafe people” or expressing concern about “transients,” “vagrants,” or the “homeless.”
- As seen in the 2003 survey, about one in three residents (29 percent) have heard something about the Independent Police Auditor. The proportion who believe the office will be effective in providing civilian oversight of the Police Department has declined from 57 percent in 2003 to 49 percent in the current study. However, rather than expressing a greater lack of confidence, more residents are uncertain in the current study. (*Section 4.2*)
- Most San Jose residents believe they have taken the appropriate steps to prepare for an emergency or disaster. Seven in ten (70%) say they have a three-day supply of prescription medications on hand, 68 percent say they have the name and phone number of a designated out-of-area contact person, and 59 percent say they have three gallons of bottled drinking water for each family member. These proportions have changed little from 2003. Most residents (83 percent) also feel they are well-informed about what to do during and after an emergency or disaster. (*Section 4.3*)
- The proportion with an “excellent” or “good” impression of the “overall physical condition” of their neighborhood increased slightly to 72 percent, up from 67 percent in 2003. Moreover, 64 percent believe their neighbors have a sense of community pride. (*Section 5.1*)
- Despite expressing strongly positive views in 2003, in 2005 a lower 48 percent of residents believe the physical condition of their neighborhood has gotten better in the past two years. While 35 percent believe it has stayed the same, just 11 percent consider it worse. (*Section 5.1*)
- Sizable majorities of residents polled rate the physical condition of major public facilities – including public libraries, city parks, cultural facilities such as theaters and museums, government offices, and community centers – as “excellent” or “good.” Positive ratings increased slightly for government offices and community centers – the two areas that had received the weakest ratings over the past five years. (*Section 5.2*)
- Seven in ten or more residents consider all the public and private facilities tested “accessible,” including 93 percent feeling this way about basic consumer services, such as restaurants, retail stores, groceries, dry cleaning, and drug stores. Nine in ten (90%) consider City parks accessible, and 88 percent feel the same about the

public library system, 82 percent about major shopping centers or malls, and 75 percent about public transit. Just over seven in ten feel this way about the San Jose Airport, local trails and natural areas, downtown San Jose, and the HP Pavilion Arena. (*Section 5.3*)

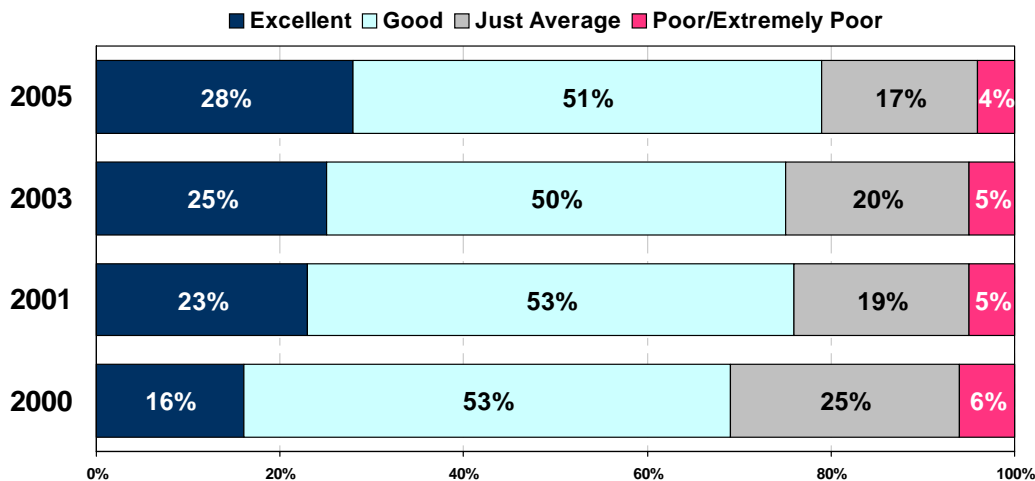
- One in three San Jose residents (33 percent) report having volunteered for a community or government organization in the past year. Among those who have given their time, 38 percent say they have volunteered for a non-profit organization, 24 percent for a school, and 27 percent for a religious organization. Fifteen percent have volunteered for the City of San Jose. The proportion who have volunteered for a school has decreased from 35 percent in 2003. (*Section 5.4*)
- Nearly half (47%) of San Jose residents get news and information about San Jose City government from television news. Three in ten (29%) primarily rely on the San Jose Mercury News newspaper. (*Section 6*)
- In a non-emergency situation, most residents (44%) would call a specific City department if they needed to request services or information from the City. Smaller numbers would use the City website (15%), call the City's Customer Service Call Center (14%), or visit a City office in person (13%). Just seven percent would send an e-mail. (*Section 6*)

PART 1: THE QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSE

1.1 Quality of Life in San Jose

Just under eight in ten (79%) San Jose residents believe San Jose is an “excellent” (28%) or “good” (51%) place to live. While 17 percent consider the City “just average,” only four percent consider it “poor” or “extremely poor.” As shown in FIGURE 1 below, these ratings are little changed from 2003 and 2001, but continue to be up slightly from 2000 when a lower 69 percent had a positive impression of San Jose as a place to live. This represents a 10-point increase from 2000 to 2005 in the proportion with a positive impression. Moreover, the proportion giving the City an “excellent” rating as a place to live has steadily increased over the last five years, from 16 percent in 2000 to 28 percent currently.

FIGURE 1:
Residents’ Evaluation of San Jose as a Place to Live, 2000 Through 2005



3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

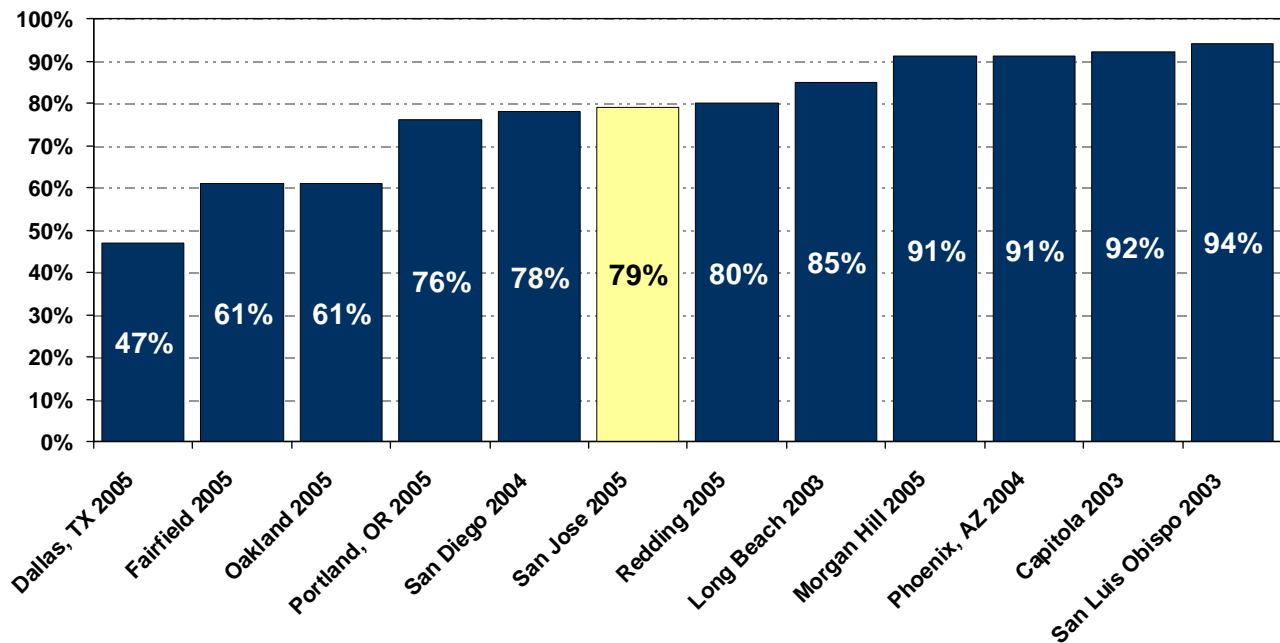
As seen in past years, there is a correlation between positive perceptions of San Jose’s quality of life and socioeconomic status. The proportion who feel San Jose is an “excellent” or “good” place to live increases with income. While 69 percent of those earning less than \$20,000 a year in household income gave a positive response about the City’s quality of life, 90 percent of those earning \$100,000 a year or more did so. Though the difference is less pronounced, a similar pattern is evident by level of educational attainment. Residents with less than a high school diploma (67% excellent/good) were less likely to give a positive rating to the City as a place to live than those with a high school diploma (80%), some college education (78%) or a college degree (81%). While there is little difference in opinion between homeowners and renters overall, homeowners were more likely to give the City an “excellent” rating (31%) than were renters (22%). Ratings were also slightly more positive among white residents overall (83%) than Latino (75%), African-American (68%), or Asian (78%) residents.

As in past years, the proportion with a negative impression of San Jose as a place to live is low among all major demographic groups, with no more than seven percent of any one group saying the City is a “poor” place to live.

Residents of SNI neighborhoods were somewhat less likely to have offer an “excellent” evaluation of the City’s quality of life (26 percent) than were residents of other parts of the city (33 percent). However, the proportion rating the quality of life “excellent” in SNI neighborhoods was up seven points from 2003, when it stood at 19 percent.

As **Figure 2** makes clear, the overall ratings for San Jose’s quality of life are comparable to those of other cities, including those in California as well as others across the country.

FIGURE 2:
San Jose Quality of Life Ratings Compared to Other Cities



As in past years, survey respondents were asked to rate a list of individual aspects of life in their neighborhoods. As

FIGURE 3 shows on the following page, more than half of residents consider each item to be “excellent” or “good.” As in 2003, respondents are the most positive about *the appearance of local parks in or near your neighborhood* (68 percent “excellent” or “good”), *the physical attractiveness of residences and residential property* (65 percent), and *the physical condition of trees along your neighborhood’s streets* (65 percent).

FIGURE 3:
Rating of Individual Aspects of Quality of Life in Respondent's Neighborhood

Item	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/ NA
The appearance of local parks in or near your neighborhood	68%	19%	49%	22%	5%	1%	4%
The physical attractiveness of residences and residential property	65%	13%	52%	28%	5%	1%	1%
The physical condition of trees along your neighborhood's streets	65%	16%	49%	23%	8%	3%	3%
The condition of City sidewalks	62%	12%	50%	26%	9%	2%	1%
The condition of your neighborhood's streets	59%	13%	46%	28%	10%	2%	0%
The physical condition of landscaping on city streets other than trees, like on median islands	59%	13%	46%	27%	10%	1%	4%
The adequacy of street lighting	59%	12%	47%	23%	14%	3%	2%
The physical attractiveness of commercial buildings	56%	10%	46%	30%	7%	1%	6%
The availability and variety of arts and cultural offerings in or near your neighborhood	43%	10%	33%	24%	16%	6%	11%

Also as was the case 2003, residents show the least satisfaction with *the availability and variety of arts and cultural offerings in or near your neighborhood*, with just 43 percent rating it “excellent” or “good” (statistically unchanged from 39% two years ago), while 22 percent rate it as “poor” or “extremely poor” (also statistically unchanged from 25% from two years ago). Dissatisfaction is higher among residents of five or more years than more recent arrivals (23% to 10%). The proportion giving a “poor” rating is lower among Asian residents (11% poor). This issue generated the strongest negative rating of all items tested with almost all demographic groups.

Seventeen percent (17%) of residents also give a poor rating to *the adequacy of street lighting*. This item received a “poor” rating from 15 percent in 2003. Not surprisingly, significantly more residents who feel unsafe at night in their neighborhood give a poor rating to *the adequacy of street lighting* than those who feel safe (29% to 13%), as do the small group who feel unsafe during the day in their neighborhood (47%). However, it should be noted that those who feel unsafe during the day or night are more likely to give poor ratings of nearly every aspect of life in their community.

Ratings for this item were also weaker among renters than among homeowners (23% to 13%), weaker among the least educated (23% among those with less than a high school education) as opposed to the more educated (16%), and among Latino residents (24%, and in particular Latino women at 29%) as opposed to others at 14 percent.

As FIGURE 4 below shows, there has been little change in residents' evaluations of individual aspects of the quality of life in their neighborhoods. Asked for the first time in 2003, *the condition of City sidewalks* receives a slightly more positive rating in the current survey than in 2003 (62% to 56%).

FIGURE 4:
**Change in Rating of Individual Aspects of Quality of Life in Respondent's
Neighborhood as "Excellent" or "Good", 2000 Through 2005**

Item	2005	2003	2001	2000	5-Year Change
The condition of City sidewalks*	62%	56%	NA	NA	+6%*
The availability and variety of arts and cultural offerings in or near your neighborhood*	43%	39%	NA	NA	+4%*
The physical attractiveness of commercial buildings	56%	54%	53%	53%	+3%
The condition of your neighborhood's streets	59%	56%	61%	58%	+1%
The appearance of local parks in or near your neighborhood	68%	72%	69%	68%	0%
The adequacy of street lighting	59%	60%	61%	60%	-1%
The physical attractiveness of residences and residential property	65%	66%	65%	67%	-2%
The physical condition of trees along your neighborhood's streets	65%	66%	69%	67%	-3%
The physical condition of landscaping on city streets other than trees, like on median islands**	59%	NA	NA	NA	NA

* This item was asked only in 2005 and 2003. The change in rating is, therefore, from 2003 to 2005

** This item was only asked in 2005

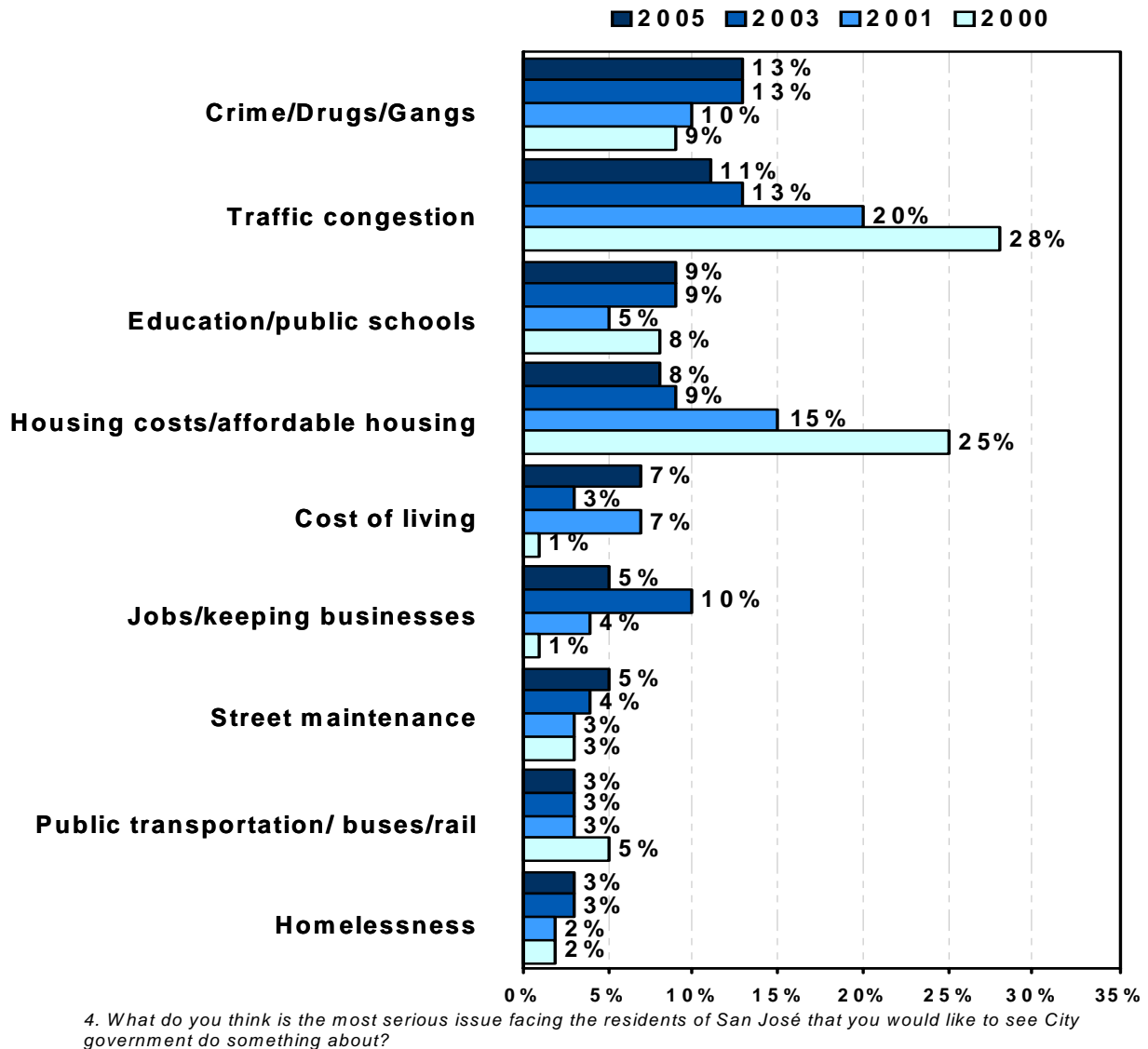
Generally speaking, respondents in SNI neighborhoods were less likely than those in other parts of the City to rate these aspects of San Jose's quality of life as "excellent" or "good" in their community; in every case but two, ratings were at least nine points lower in SNI neighborhoods than in other parts of the City. On the issue of the physical condition of street trees, responses from SNI and non-SNI neighborhoods were essentially identical. And on the issue of "the availability and variety of arts and cultural offerings in or near your neighborhood," those in SNI neighborhoods offered a *more* positive reaction (54 percent "excellent" or "good") than those elsewhere (36 percent).

1.2 Issue Concerns

As in past years, respondents were asked to name the most serious issue that they would like San Jose's City government address. The question was open-ended, meaning that respondents were asked to respond in their own words. Since the survey in 2003, there has been little change in the proportion calling any one issue their top concern. As

FIGURE 5 shows on the following page, dominant concerns about traffic congestion and housing costs in 2000 have waned over the years. Concerns about crime and education have remained fairly consistent, as have concerns about street maintenance, homelessness, and public transportation. The cost of living was not salient in 2000, when only one percent volunteered it as what concerned them most. This number grew to seven percent in 2001, but then declined to three percent in 2003. This year, the proportion calling it the most serious issue facing the residents of San Jose has again increased to seven percent. The proportion volunteering jobs and the economy as their top concern reached 10 percent in 2003, which was up from four percent in 2001 and one percent in 2000. However, this year the proportion naming this issue as San Jose's most serious problem declined to five percent.

FIGURE 5:
The Most Serious Issue Facing City Government, 2000 Through 2005
(Includes Only Responses Over 2%; Responses Grouped)



The same five issues continue to be the most salient to residents as in past years: traffic, crime, housing costs, education, and jobs. They are joined this year by the cost of living and street maintenance as the most-often mentioned issues.

- ✓ **Traffic congestion:** The proportion naming traffic congestion as their top concern increases in tandem with educational attainment. It is also a stronger concern with Asian-American and white residents and registered voters.
- ✓ **Crime, drugs and gangs:** Those most concerned about crime, drugs, and gangs include renters, the least educated (33% of those with less than a high school education volunteered it as the City's most serious problem), Latino residents, those who are not registered to vote, non-English speaking Latinos (at 30%), younger residents, and the less affluent.

- ✓ **Jobs and the economy:** There is not a lot of variation in the proportion calling jobs and the economy their most serious concern. Not surprisingly, the unemployed are more likely to mention this issue (13%). The issue was also mentioned by higher proportions of Latino women (10%) than other segments of the population.
- ✓ **Housing costs:** The issue of housing costs was named by disproportionately high proportions of renters, those who work outside of San Jose, post-graduate educated residents, and African-Americans.
- ✓ **Education:** As might be expected, those with school-age children at home were twice as likely to volunteer education as the issue they most feel needs to be addressed than were those without children (12% to 6%). The issue was also named by slightly more post-graduate educated residents (13%) and women under age 50 (13%).
- ✓ **The cost of living:** There was not a lot of variation in the proportion citing the cost of living as the most serious issue facing residents of San Jose, though it was volunteered by more African-American residents (18%) than others.
- ✓ **Street maintenance:** There was little variation in the proportion naming street maintenance as their top issue.

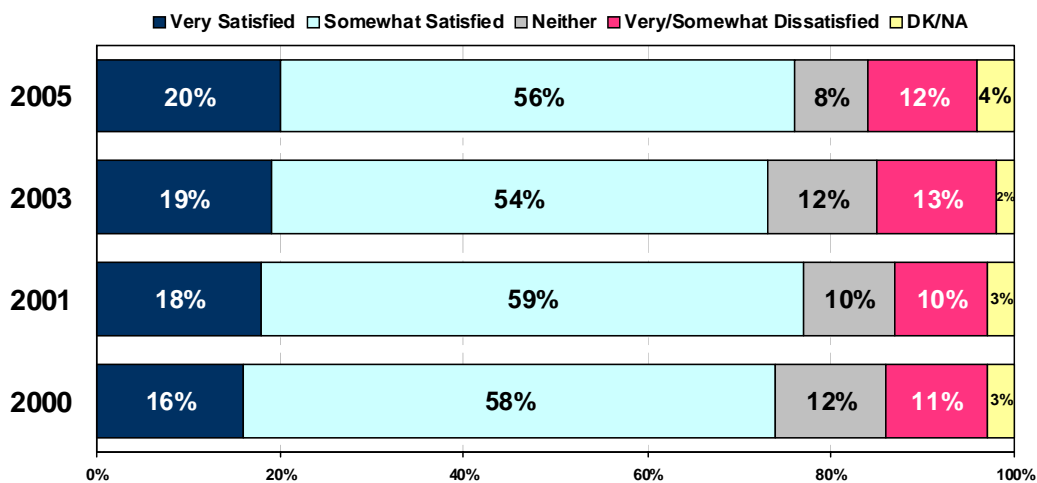
In SNI neighborhoods, schools (15 percent) and housing costs (11 percent) were the top concerns, whereas elsewhere in the City the top items were traffic congestion (16 percent) and housing costs (eight percent).

PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES

2.1 Overall Rating of the Quality of San Jose’s City Services

As illustrated in FIGURE 6 below, three out of four (76%) San Jose residents are satisfied with the quality of the services they receive from City government, with 20 percent “very satisfied” and 56 percent “somewhat satisfied.” Only 12 percent are “dissatisfied” with the overall quality of City services, and eight percent are “neither satisfied nor dissatisfied.” There has been no statistically significant change in satisfaction with City services since the 2000 survey.

FIGURE 6:
Satisfaction with the Overall Quality of San Jose City Services, 2000 Through 2005

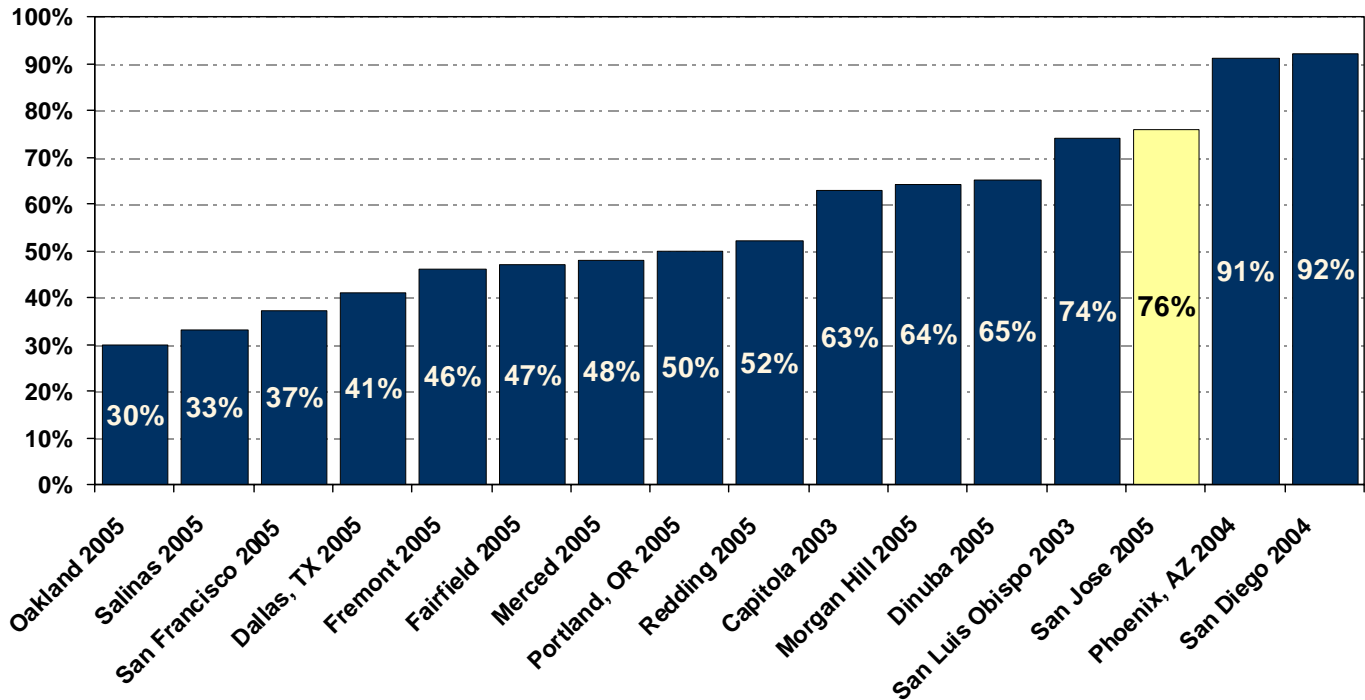


13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?

As seen in past years, satisfaction with the quality of services provided by the City is far-reaching, including near equal proportions of residents regardless of gender, education, income, age, and years of residence. African-American residents are slightly less satisfied than other residents, although even among this subgroup 69 percent express satisfaction. No more than 19 percent of any major subgroup of city residents say they are “dissatisfied” and no less than two-thirds (66%) of any group say they are “satisfied.”

Figure 7 on the following page compares San Jose service satisfaction ratings with some of those obtained in recent community surveys for other major cities in California or of comparable size. Variations in question wording and survey methodology make direct comparisons difficult, but the responses shown generally reflect the proportion of respondents offering a positive evaluation of the quality of overall city services in each location. While satisfaction is somewhat lower in San Jose than in San Diego or Phoenix, it is substantially higher than in the other major Bay Area cities of San Francisco and Oakland.

FIGURE 7:
Comparison of Satisfaction With San Jose City Services With Service Satisfaction in Other Cities, By Survey Year



There was no significant difference in evaluations of City services between SNI neighborhoods (76 percent “satisfied”) and other parts of the City (77 percent). Satisfaction in SNI neighborhoods increased relative to 2003, when it stood at 70 percent.

2.2 Ratings of Individual Services

A majority of San Jose residents are satisfied with the quality of most individual City services and levels of satisfaction in most areas have changed little from two years ago. Survey respondents were read a list of 18 specific services provided by the City, with all services having also been tested in 2003. Respondents were then asked to rate each service on the same five-point scale used for many of the survey questions, ranging from “excellent” to “extremely poor.” As shown in FIGURE 8 on the following page, while greater than half of residents give a positive review to the City in most areas, no more than 17 percent offer a negative evaluation in any area. As in past years, residents give the highest rating to library services, police, fire, and parks services, as well as providing bicycle lanes and paths, and graffiti removal.

FIGURE 8:
Evaluation of the Quality of Specific San Jose City Services

Service	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/ NA
Providing public library services	72%	22%	50%	14%	6%	1%	7%
Providing fire prevention and protection	72%	17%	55%	16%	3%	0%	9%
Providing police protection in your neighborhood	67%	19%	48%	22%	6%	2%	4%
Maintaining public parks in good physical condition	65%	13%	52%	23%	7%	1%	4%
Providing bicycle lanes and paths	62%	13%	49%	20%	7%	3%	8%
Redeveloping downtown San José as an attractive and economically viable city center	61%	16%	45%	21%	8%	3%	6%
Removing graffiti from buildings	60%	13%	47%	21%	7%	3%	9%
Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians	59%	10%	49%	26%	8%	2%	5%
Enforcing building and safety codes to protect public health and safety	57%	10%	47%	20%	4%	1%	18%
Supporting a diverse range of arts and cultural activities	54%	12%	42%	22%	8%	2%	14%
Providing recreation opportunities and programs at city parks and recreation centers	50%	10%	40%	23%	10%	2%	15%
Planning for San Jose's future growth	50%	10%	40%	22%	9%	3%	16%
Providing an adequate number and variety of outdoor special events	48%	10%	38%	26%	9%	2%	15%
Enhancing public spaces with public art	44%	7%	37%	27%	12%	2%	15%
Protecting open space in San José	44%	7%	37%	25%	12%	5%	14%
Encouraging the development of child care programs	43%	7%	36%	17%	9%	2%	28%
Providing after-school programs for young people	41%	9%	32%	18%	10%	4%	28%
Providing programs to help seniors that live on their own	39%	8%	31%	18%	6%	2%	35%

In many cases, individual services receive low positive ratings because many residents do not know enough about them to offer an evaluation. FIGURE 9 on the following page shows ratings for each service when those who are too unfamiliar with that service to give a rating are excluded. This demonstrates that at least half of all residents who offer an opinion have a positive impression of each service tested in the survey.

FIGURE 9:
Evaluation of the Quality of Specific San Jose City Services,
Among Those Expressing an Opinion

Service	TOTAL EXC./ GOOD	DK/ NA
Providing fire prevention and protection	79%	9%
Providing public library services	78%	7%
Providing police protection in your neighborhood	70%	4%
Maintaining public parks in good physical condition	68%	4%
Providing bicycle lanes and paths	68%	8%
Enforcing building and safety codes to protect public health and safety	68%	18%
Removing graffiti from buildings	66%	9%
Redeveloping downtown San José as an attractive and economically viable city center	65%	6%
Supporting a diverse range of arts and cultural activities	63%	14%
Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians	62%	5%
Planning for San Jose’s future growth	60%	16%
Encouraging the development of child care programs	60%	28%
Providing programs to help seniors that live on their own	60%	35%
Providing recreation opportunities and programs at city parks and recreation centers	59%	15%
Providing an adequate number and variety of outdoor special events	57%	15%
Providing after-school programs for young people	57%	28%
Enhancing public spaces with public art	52%	15%
Protecting open space in San José	51%	14%

Ratings of most individual City services have changed little since 2003, as illustrated in FIGURE 10. However, a few notable changes were evident in the current study. Higher proportions of residents than in past years give a positive rating for *redeveloping downtown San Jose as an attractive and economically viable city center*, with 61 percent giving the City an “excellent” or “good” rating in this area compared to 52 percent in 2003. Ratings also increased by nine points for *encouraging the development of child care programs* (34% in 2003 to 43% currently). Other more modest increases (approximately six points) in positive evaluations included those for *planning for San Jose’s future growth*, *enhancing public spaces with public art*, *protecting open space in San Jose*, *providing after-school programs for young people*, and *providing programs to help seniors that live on their own*.

Looking at the positive ratings since 2000, FIGURE 10 shows that ratings have gone up steadily – albeit incrementally – over the past five years in every area tracked. The largest gains include 13 points for library services, 12 points for fire services, 11 points for protecting open space, 10 points for graffiti removal, and nine points for child care programs.

FIGURE 10:
Changes in the Evaluation of the Quality of Specific San Jose City Services
As “Excellent” or “Good,” 2000 to 2005

Service	2005	2003	2001	2000	5-Year Change
Providing public library services	72%	71%	68%	59%	+13%
Providing fire prevention and protection	72%	68%	67%	60%	+12%
Encouraging the development of child care programs	43%	34%	37%	34%	+9%
Protecting open space in San Jose	44%	37%	38%	33%	+11%
Removing graffiti from buildings	60%	58%	57%	50%	+10%
Providing after-school programs for young people	41%	35%	38%	34%	+7%
Providing programs to help seniors that live on their own	39%	33%	34%	32%	+7%
Enforcing building and safety codes to protect public health and safety	57%	53%	50%	51%	+6%
Providing recreation opportunities and programs at city parks and recreation centers	50%	47%	45%	44%	+6%
Planning for San Jose’s future growth	50%	44%	NA	NA	+6%*
Enhancing public spaces with public arts	44%	38%	NA	NA	+6%*
Redeveloping downtown San Jose as an attractive and economically viable city center	61%	52%	58%	56%	+5%
Providing police protection in your neighborhood	67%	65%	67%	63%	+4%
Maintaining public parks in good physical condition	65%	66%	66%	62%	+3%
Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians	59%	56%	NA	NA	+3%*
Providing an adequate number and variety of outdoor special events	48%	46%	47%	45%	+3%
Supporting a diverse range of arts and cultural activities	54%	53%	NA	NA	+1%*
Providing bicycle lanes and paths	62%	64%	NA	NA	-2%*

*This item was not asked in 2001 or 2002. Therefore, the change is from 2003 to 2005

The same services receive the highest proportion of positive ratings from nearly every subgroup, including library, fire, police, and park services. However, there are some notable differences in ratings in other areas by subgroups.

- Lower-income residents show more satisfaction with social service-oriented programs such as programs to help seniors, after-school programs, and childcare programs. For example, while 50 percent of those earning \$30,000 or less a year in household income give the City a positive review for *providing programs to help seniors that live on their own*, 42 percent of those earning \$30,000 to \$60,000 and 30 percent of those earning more do so. Similar patterns by income level were seen for *providing after-school programs for young people* and *encouraging the development of child care programs*. Those with less education, Latino residents, non-voters, and renters also respond more positively to the City’s performance in these areas, as well as *enhancing public spaces with public art*.
- Those who have moved to San Jose in the last five years are more likely to have a positive impression of the job being done by the City in protecting open spaces in San Jose, with 55 percent giving a positive rating compared to 46 percent of five to 20

year residents and 37 percent of longer-term residents. The least well-educated, residents under age 30, and the less affluent also give the City better ratings in this area.

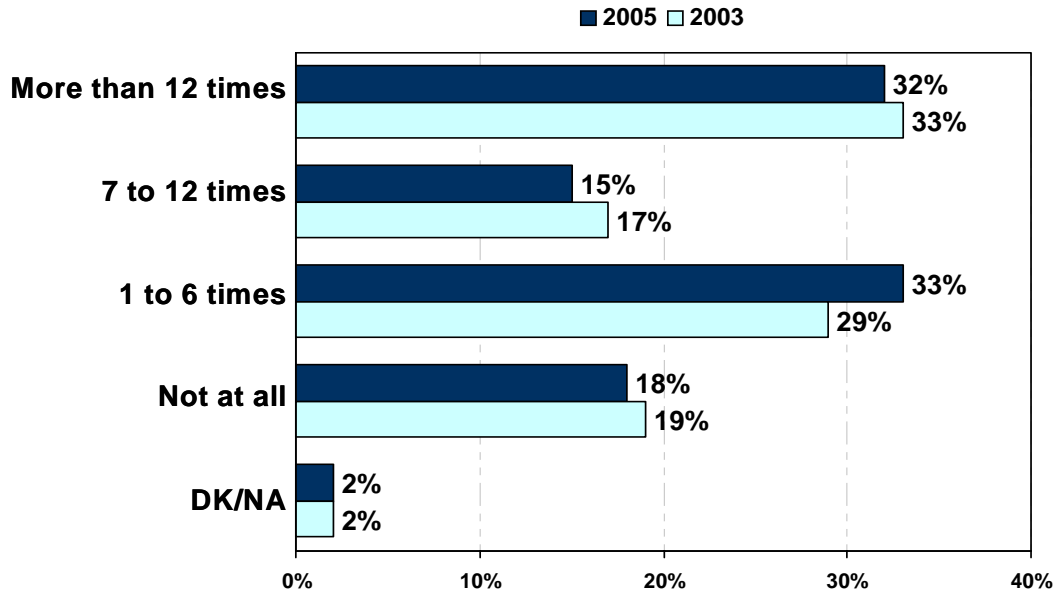
- Residents under 30 (63%), non-voters (49%), Latinos (62%), and those with a high school education or less (71%) are more likely to think the City is doing an “excellent” or “good” job *planning for San Jose’s future growth* than are other subgroups.
- Men are more positive in their impression of the City’s performance in *enforcing building and safety codes to protect public health and safety* than are women (61% to 52%).
- Younger respondents give the City more positive ratings for *redeveloping downtown San Jose as an attractive and economically viable city center*, with 66 percent of those under 50 giving a positive rating in this area compared to 59 percent of those age 50 to 64 and 48 percent of those older.
- Residents of SNI neighborhoods offered noticeably more positive evaluations of some services than did residents of other parts of the City, including *encouraging the development of child care programs, enhancing public spaces with public art, and providing after-school programs for young people*. However, they were less positive in their evaluation of the City’s work in *providing bicycle lanes and paths*.

2.3 Evaluations of San Jose Libraries

As shown in FIGURE 11 on the following page, there has been little change in the frequency with which residents use San Jose libraries or their online services in the past year. Approximately one-third (32%) of respondents said they have used the library or its services online more than 12 times in the past year, while 15 percent did so seven to 12 times and another one-third (33%) did so at least once. Just 18 percent had not used library services at all.

Those with the highest rates of library usage (who said they or their families had used the libraries 12 or more times in the past year), were homemakers (54%), post-graduate educated residents (46%), Asian-American residents (44%), residents of SNI neighborhoods (42%), college-educated men (42%), parents with school-age children at home (40%), 30 to 39 year olds (40%), and the most affluent (40% among those earning \$100,000 or more annually). Residents 65 years of age or older were the least likely to have used the library, with 33 percent saying they had not visited it in the past year.

FIGURE 11:
Frequency with Which Respondent and/or Family Members Used San Jose Public Libraries in the Past Year, 2003 and 2005



19. In the past year, how many times have you or your family gone to a San José Library or used its services online?

As discussed in Section 2.2, 72 percent of residents give the City an “excellent” or “good” rating for *providing public library services*. This rating is equal to the 71 percent who gave this response in 2003, but represents a 13-point increase from 59 percent in 2000. Residents rate library services more positively than any other of the 18 municipal services tested. This was also the case in 2003 and 2001.

As in past years, residents were asked to rate the performance of San Jose’s public library system in specific areas. As FIGURE 12 on the following page shows, ratings improved this year after holding steady between 2001 and 2003. In the current study, more than six in ten residents give the library system an “excellent” or “good” rating in each of the three areas evaluated. While the proportion giving a positive rating to *the availability of books and materials in the library’s collection* increased by just five points from 2003, since 2000 this represents a 15-point increase. Support inched up just four points for *the hours local libraries are open* to 62 percent. However, this represents an 11-point increase since 2000. Finally, this year positive ratings for *the variety of books and materials in the library’s collection* improved by eight points, leading to a 16-point total increase in positive evaluations since 2000, from 51 percent to 67 percent.

FIGURE 12:
Evaluations of Library Services, 2000 through 2005

Service	Year	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/NA
The variety of books and materials in the library's collection	2005	67%	21%	46%	16%	3%	0%	14%
	2003	59%	21%	38%	18%	6%	1%	16%
	2001	60%	18%	42%	19%	4%	1%	16%
	2000	51%	14%	37%	22%	7%	2%	18%
The availability of books and materials in the library's collection	2005	65%	21%	44%	17%	4%	1%	14%
	2003	60%	21%	39%	18%	6%	1%	15%
	2001	60%	18%	42%	18%	4%	1%	16%
	2000	50%	13%	37%	24%	7%	1%	18%
The hours local branch libraries are open	2005	62%	17%	45%	17%	5%	1%	15%
	2003	58%	15%	43%	19%	5%	1%	17%
	2001	61%	16%	45%	16%	4%	2%	17%
	2000	51%	11%	40%	21%	6%	1%	20%

The proportion offering a positive rating of San Jose libraries in each area is higher among those with school-age children living at home than among those without. Those with school-age children living at home also use the libraries more frequently. Ratings are also slightly higher among those under 30 years of age for hours local branches are open.

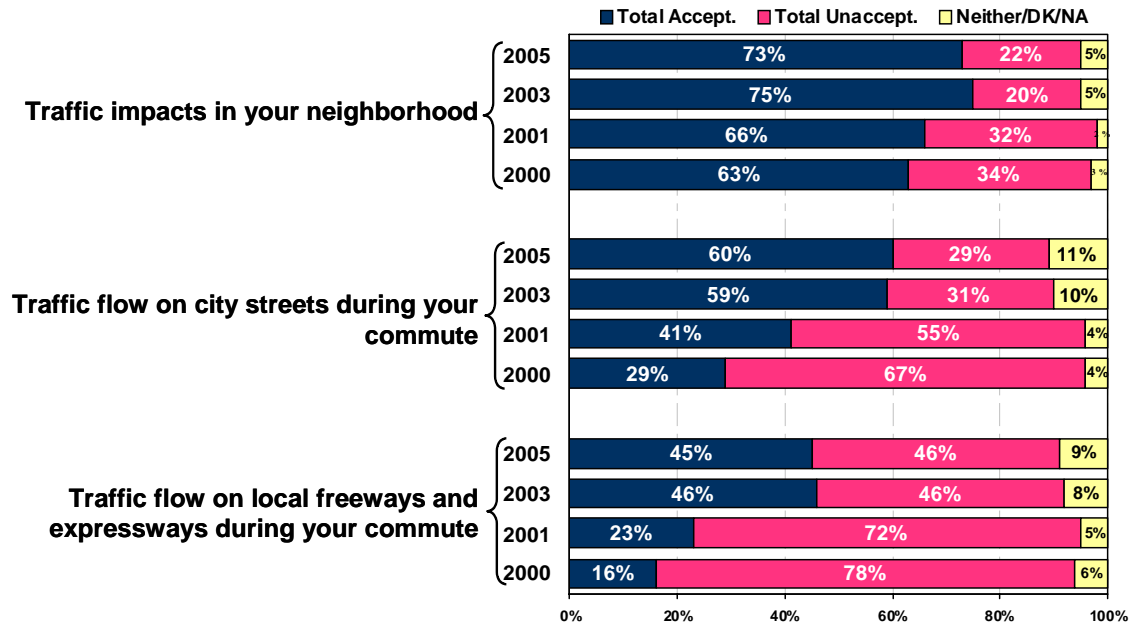
Residents also continue to view San Jose libraries as extremely accessible. A total of 88 percent of those polled describe the public library system as “easily accessible” in their neighborhood, a proportion up slightly from 84 percent in 2003. Just seven percent said that the library system is “not easily accessible.”

2.4 Traffic in San Jose

As overall concern about traffic has declined, so too have negative impressions of specific traffic conditions. As shown on the following page in FIGURE 13, there has been no change in the perception of the acceptability of traffic in respondents' neighborhoods nor on city streets or local freeways and expressways during their commutes since 2003. However, in 2003 there was a dramatic decrease in the proportion who considered the traffic levels “unacceptable.” The wording of the questions changed slightly between 2001 and 2003 (in 2000 and 2001, the questions referred to “traffic in your neighborhood” and made reference to “rush hour” traffic rather than “traffic during your commute”), so the results are not necessarily directly comparable. Nevertheless, there is

clearly a pattern of decreasing concern about traffic flow on various thoroughfares in the City of San Jose.

FIGURE 13:
Acceptability of Traffic Flow, 2000 Through 2005*



12. I am going to mention different types of traffic in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic to be moving at an acceptable or unacceptable pace.

* Question wording was modified between 2001 and 2003; 2003 wording shown

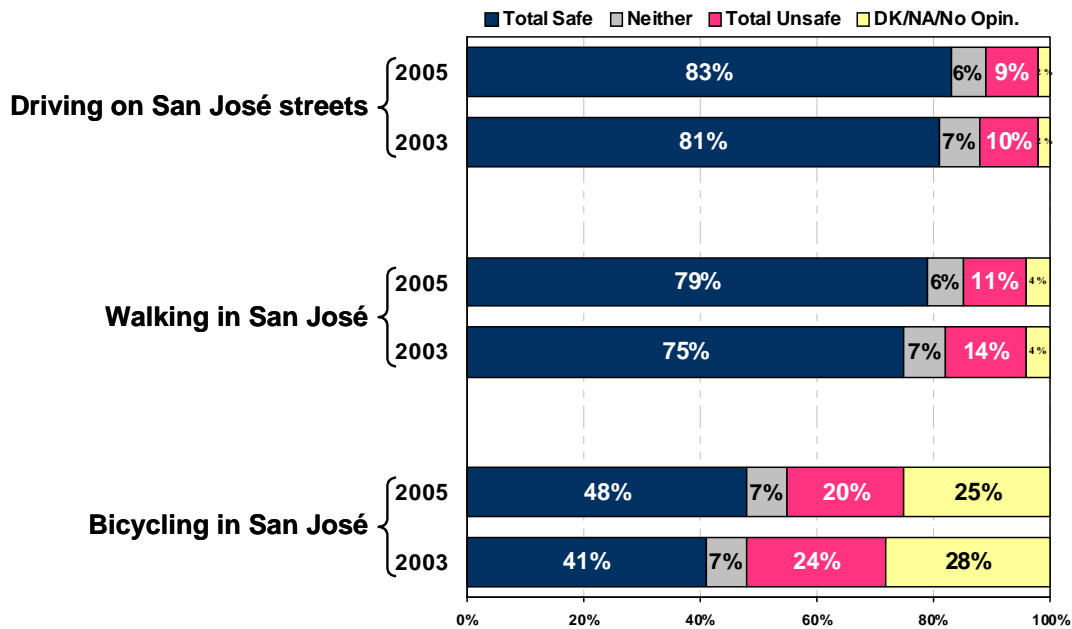
New residents and younger residents are somewhat more likely to find traffic conditions in all three areas to be “acceptable” than are longer-term or older residents. The proportion considering *traffic flow on local freeways and expressways during your commute* to be “unacceptable” increases with income and education.

Repeating a question first included in 2003, respondents were asked to evaluate the safety of traffic conditions are when using three different modes of transportation: driving, bicycling, and walking. As

FIGURE 14 on the following page shows, approximately eight in ten respondents feel safe when *driving on San Jose streets* (83%) or *walking in San Jose* (78%). These proportions are little changed from 2003. Just under half (48%) feel *bicycling in San Jose* is safe, while 20 percent feel it is “unsafe” and 24 percent are uncertain. The proportion who feel it is safe has increased from 41 percent in 2003.

There is little notable difference in perception of safety when driving, walking, or bicycling in San Jose among major subgroups of the population. The more affluent are more likely to feel it is safe to walk in San Jose (82%) than are those less affluent (69%). Those under 30 are more likely to feel safe bicycling in San Jose is safe (63%) – reflecting the fact that they are more likely to have an opinion (suggesting that they are more likely to bicycle than are members of other age groups).

FIGURE 14:
Evaluations of the Safety of Traffic Conditions When
Using Different Modes of Transportation, 2003 and 2005



23. How safe do you feel traffic conditions are when you travel in San José using the following methods? Do you feel safe, unsafe, or neither safe nor unsafe?

2.5 Resident Suggestions for Improving City Services

As in 2003, respondents were asked, in an open-ended question, to name *the most important thing the City of San Jose can do to improve City services for the people who live and/or work in San Jose*. FIGURE 15 on the following page presents the full list of answers that were provided, but the following were some of the broad categories into which the suggestions most often fell:

- Transportation improvements** – About 25 percent of those polled called for some type of improvement to the City’s transportation system, including reducing traffic congestion, improving mass transit, making road repairs, or parking improvements. The proportion naming traffic congestion is up slightly from 21 percent in 2003 and down slightly from 28 percent in 2003. However, the issue is clearly not as salient as it was in 2000 when 42 percent volunteered a traffic-related response.
- Better communication with the public** – One in ten respondents (11%) gave a response suggesting the need for better communication, including town hall meetings and personal interaction with neighborhoods, friendlier and better trained City employees, hiring more help, listening to people, and eliminating automated phone systems. The proportion offering responses in this category is statistically equal to the 10 percent who did so in 2003, down from 16 percent in 2001, and about the same as the nine percent observed in 2000.

- **Crime** – Seven percent of those polled this year asked for more or more frequent police patrols or neighborhood watch expansion, suggesting no real change in trends from past years.
- **Jobs** – Just four percent of residents surveyed said the most important thing the City of San Jose can do to improve city services is to increase jobs and wages. This is down slightly from seven percent in 2003.
- **Housing costs and availability** – Just five percent mentioned housing prices, rent control, or assistance for the poor or homeless as the most important thing for the City to address to improve city services. This represents a continued decline in salience since 2000. Six percent gave responses in this area in 2003, nine percent in 2001, and 14 percent in 2000.
- **Managing growth/protecting the environment and open space** – Six percent of those surveyed said that they would like the City to do more to manage growth, protect open space, beautify the city, protect the environment, and provide park space, little changed from five percent in 2003 or eight percent in 2001.

FIGURE 15:
Resident Suggestions for Improving City Services
(Open-End, Responses Grouped)

Suggestion	% Suggesting
Traffic flow/reduce traffic congestion/improve traffic flow	13%
Police patrol more frequently	6%
Roads (repair/expand)	6%
Mass transit/BART/light rail/ improve bus system	5%
Jobs/better wages	4%
Housing prices/rent control	4%
Schools (improve, build more)	4%
Town hall meetings/let us know what they're doing/personal interaction with neighborhoods	3%
Beautification/city/neighborhood renovation/cleanup	3%
Improve information resources/ accessibility	3%
Youth issues, such as controlling gangs, youth activities, day care for children	3%
Improve city services (general)	2%
Take care of the people/ listen to the people	2%
Eliminate government corruption/special interest influence	2%
Hire more help/better employee training/friendlier employees	2%
Assistance for poor/homeless	1%
Infrastructure improvements/street lighting improvements	1%
Environment/air quality improvement/water control improvement	1%
Senior support activities	1%
Parking improvements	1%
Recreation areas/more parks	1%
Better trash collecting	1%
Eliminate automated phone systems	1%

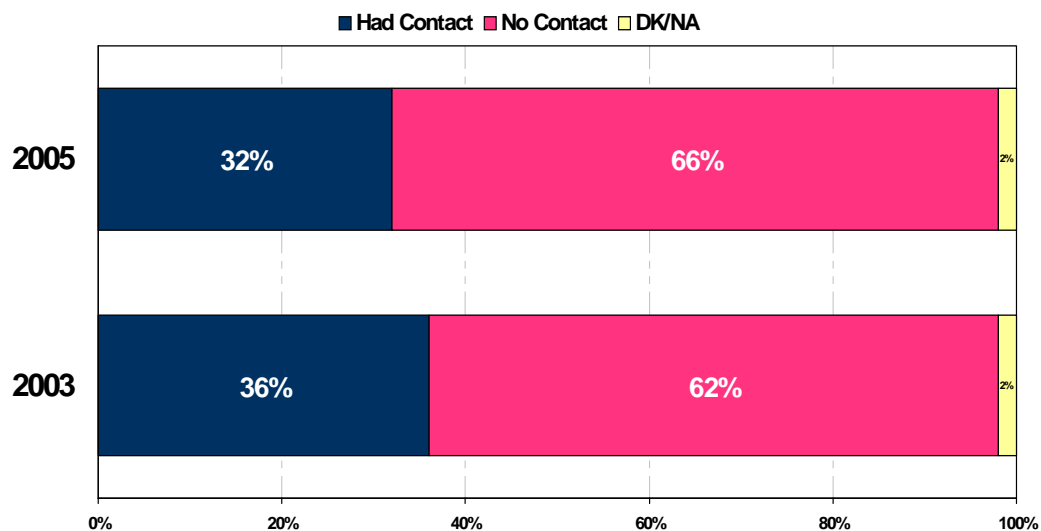
FIGURE 15 (CONTINUED):

Suggestion	% Suggesting
Cultural/arts funding/events/activities	1%
Taxes/lower taxes	1%
Neighborhood watch	1%
Better allocation of City funds	1%
Get rid of Mayor	1%
Faster emergency services response	1%
Plan for growth (housing, traffic patterns, population)	1%
Other	1%
Nothing/no problems	5%
DK/NA/Refused	14%

PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS

Just under one-third (32%) of respondents have had some contact with a City employee during the past two years (see FIGURE 16). This number is down slightly from 2003, when 36 percent reported having had direct contact with a City employee, and is near equal to the 30 percent who gave this response in 2001 and 2000. As in 2003 and other past surveys, those most likely to have had contact with City employees include homeowners, white residents, registered voters, men ages 50 or older, more educated residents, and long-term residents of the City. Generally, the likelihood of having contact with a City employee increases with age, education, and income.

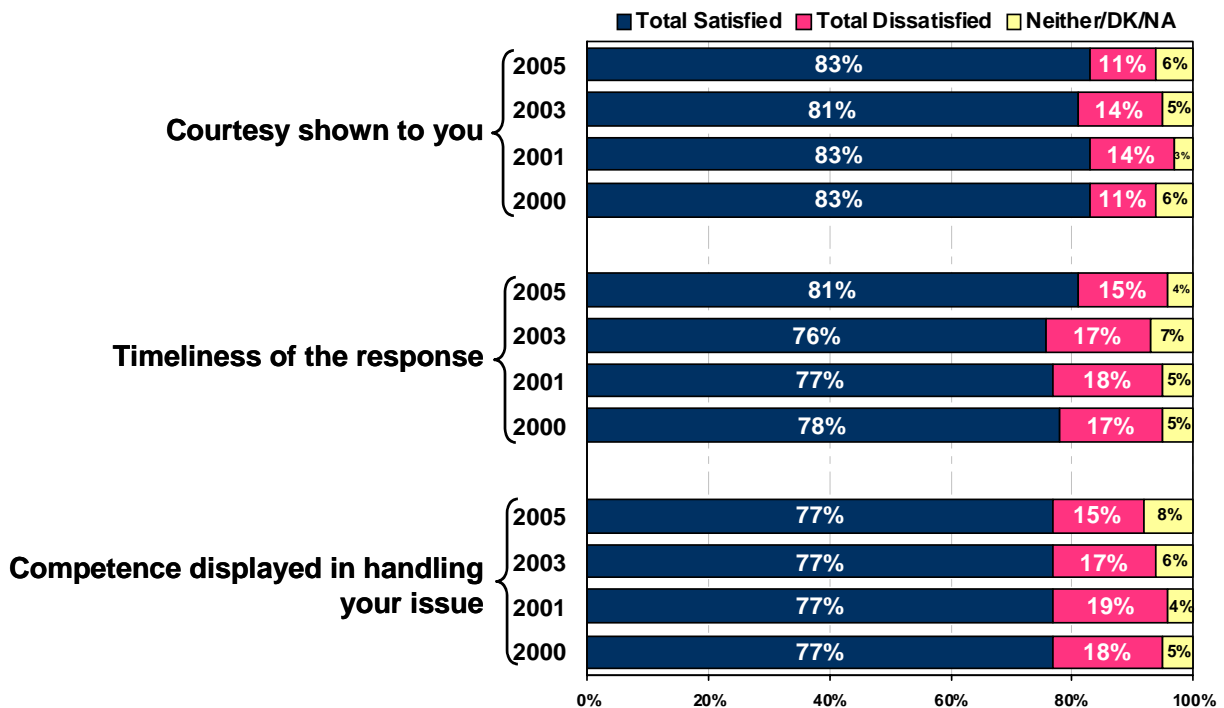
FIGURE 16:
Proportion of Residents Having Had Contact with San Jose
City Employees in the Past Two Years



28. Have you had any direct contact, either in person or by telephone, with an employee or employees of a San José City government department over the past two years?

Residents who had contact with a City employee were then asked how satisfied they were with the service they received in terms of timeliness, courtesy, and competence. The results show that more than three out of four residents who had contact with a City employee were “satisfied” with the courtesy they were shown (83% satisfied), the timeliness of the response (81%), and the competence displayed in handling the issue (77%). No more than 15 percent were “dissatisfied” in any of these areas. While the proportion satisfied with the timeliness of their response has increased from 76 percent to 81 percent, overall there has been little change over the years in levels of satisfaction in each area (see FIGURE 17 on the following page). Approximately half of residents said they were “very satisfied” in each area, representing an increase from 2003. All demographic subgroups demonstrated high levels of satisfaction with each aspect of their contact with City employees.

FIGURE 17:
Evaluation of City Employee Performance, 2000 Through 2005
(Among Those Who Had Contact with Employees)



29. Were you satisfied or dissatisfied with the _____ by the San José City employee or employees with whom you had contact?

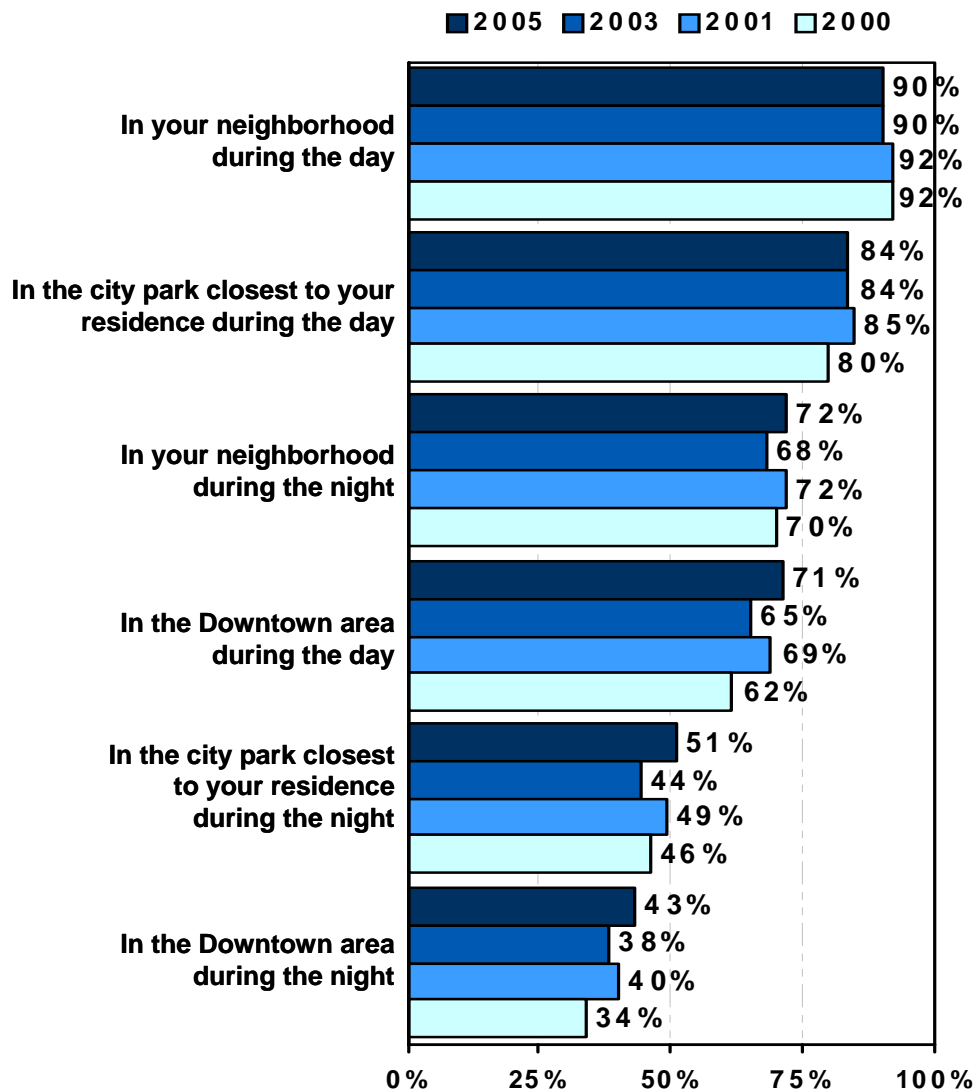
Residents of SNI neighborhoods were somewhat less likely to have had contact with a City employee in the past two years (31 percent) than were residents of other parts of the City (38 percent). However, those residents of SNI neighborhoods who had contact with City staff offered consistently more positive evaluations than did those who lived in other parts of San Jose.

PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSE

4.1 Feelings of Safety

During the day, most San Jose residents say they continue feel safe in their neighborhoods (91%), in a nearby park (83%) or downtown (71%). While 72 percent feel safe at night in their neighborhood, far lower proportions feel safe in a nearby park (51%) or downtown (43%) at night. As FIGURE 18 shows, there was little change in residents' perception of local safety from 2000 to 2003. However, in the current study, perceived safety ratings have increased slightly when it comes to being in the downtown area at night (up five points), a nearby park at night (up six points), and in the downtown area during the day (up six points). Therefore, since 2000, the proportion who feel safe downtown at night and during the day has increased by a total of nine points.

FIGURE 18:
Proportions Who Feel Safe Walking Around at Various
Times and Places in San Jose, 2000 through 2005



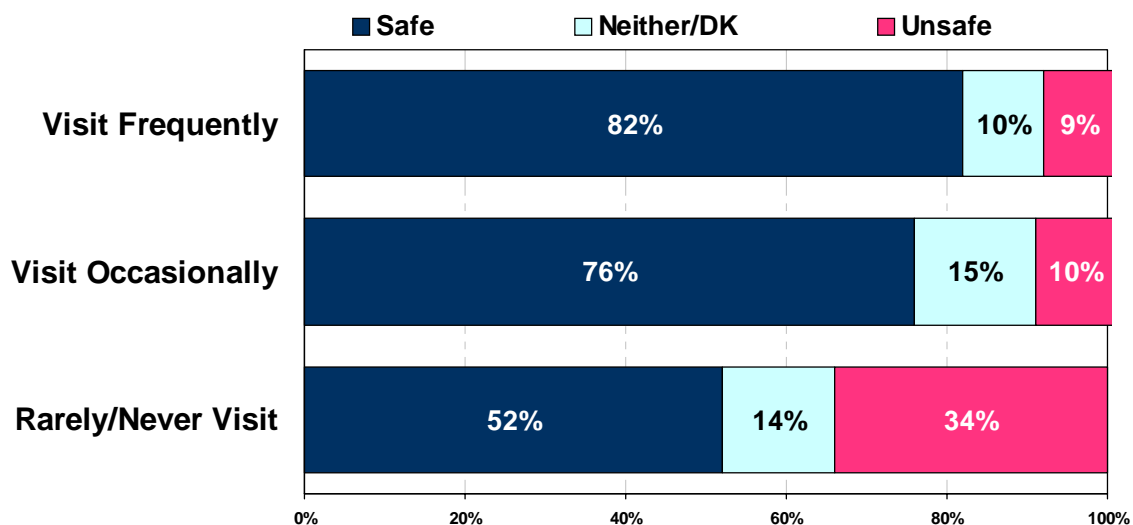
Q20/Q22. Can you tell me how safe you feel during the day/night when walking _____? Do you feel safe, unsafe, or neither safe nor unsafe?

SNI neighborhoods residents were significantly less likely than residents of other parts of the City to feel safe walking around in their neighborhood or nearest park, either during the day or night. But they were more likely to feel safe walking around downtown.

The proportion who feel unsafe downtown has decreased both during the day and at night. While 47 percent said they felt unsafe downtown at night in 2001 and 41 percent in 2003, a lower 34 percent feel this way in the current survey. Eighteen percent (18%) said they felt unsafe during the day downtown in 2003. However, in the current study a lower 11 percent felt this way. The proportion feeling unsafe during the day or night in their neighborhood or a nearby park has changed insignificantly from 2003.

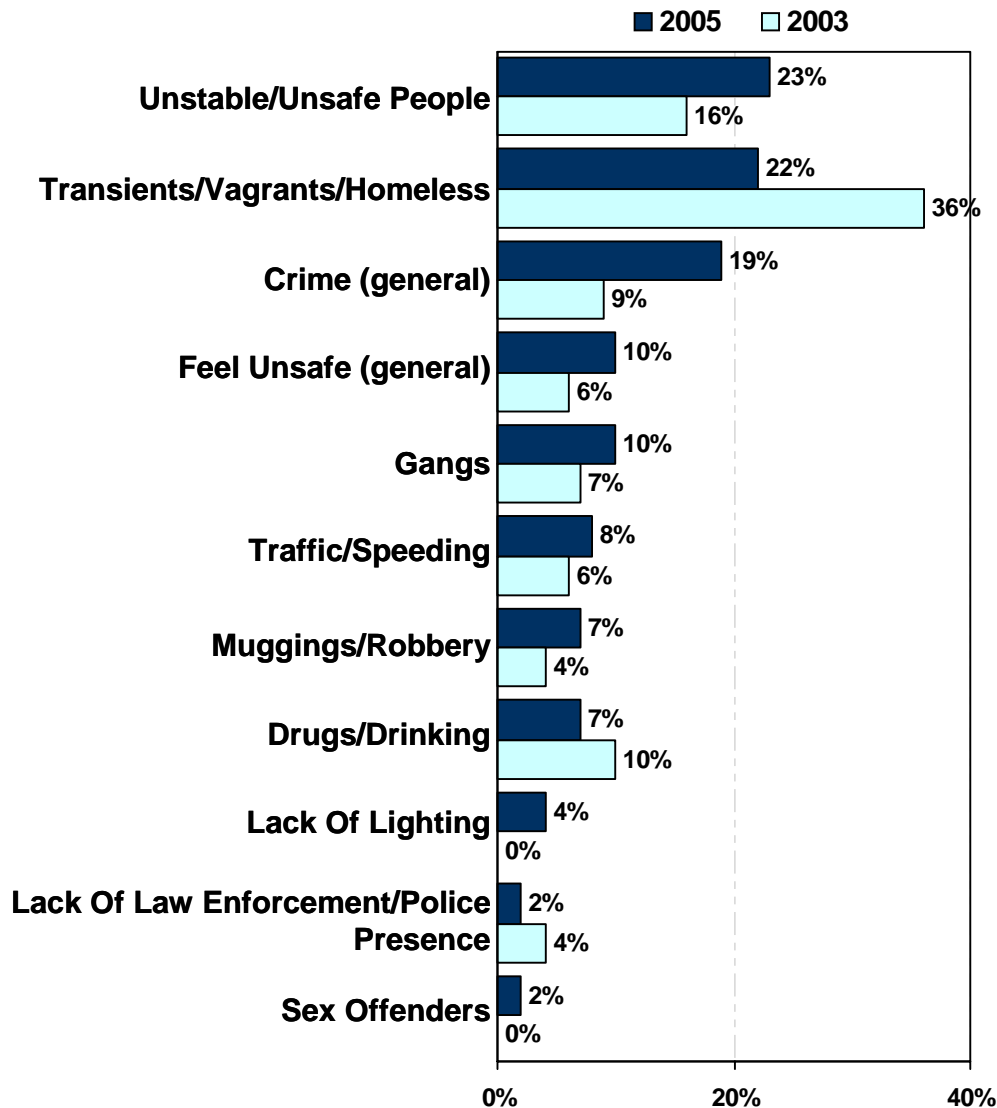
Three in ten (31%) respondents say they visit downtown San Jose frequently, while 41 percent visit occasionally, and 27 percent rarely or never visit downtown – proportions almost identical to those observed since 2001. As seen in previous years, those residents who visit downtown most frequently are far more likely to perceive it as safe than are those who rarely or never visit. Those who rarely or never visit downtown are only slightly more likely than more frequent visitors to see it as unsafe, but are far less likely to see it as safe (and far more likely to say they don’t know enough to offer an opinion). FIGURE 19 demonstrates the results.

FIGURE 19:
Feelings of Safety Downtown During the Day,
by Frequency of Visits Downtown



Those respondents who said they feel unsafe downtown during the day were asked to state, in their own words, why they feel this way. Nearly half (45%) mentioned something to do with the people – either perceiving them as “unsafe people” or expressing concern about “transients,” “vagrants,” or the “homeless.” Two in ten (19%) mentioned crime in general, while 10 percent said they simply feel unsafe. Other top responses included concern about gangs, traffic, muggings or robberies, and drugs or drinking. FIGURE 20 on the following page shows the results.

FIGURE 20:
Reasons for Feeling Downtown Is Unsafe During the Day, 2003 and 2005
(Open-End, Top Responses, Responses Grouped)



21. In a few words of your own, why do you feel unsafe walking around downtown during the day?

The subgroups most likely to feel unsafe downtown at night include the least well-educated, Latino residents (in particular those who took the interview in Spanish), women generally, seniors, and the least affluent. Renters are more likely than homeowners to feel unsafe at night in their neighborhoods, as are the less affluent. Women, the less well-educated, and Latino residents (in particular Latino women) are more likely to feel unsafe during the day and at night in all three areas, downtown, a nearby park, and in their neighborhood, than other subgroups.

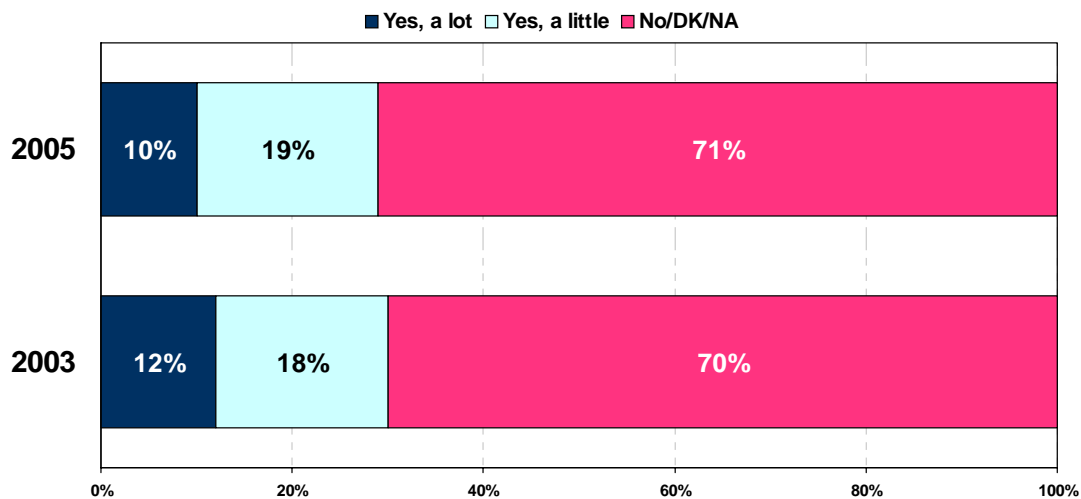
4.2 Evaluations of the Independent Police Auditor

As in 2003, survey respondents were offered a description of the Independent Police Auditor (IPA) as an office that oversees citizen complaints against San Jose police officers, and were asked whether they had heard anything about the office. Just under

three in ten residents (29%) had heard about this office. However, just 10 percent had heard “a lot,” while 19 percent had heard “a little.” Fully seven in ten residents (70%) had not heard anything about it. As FIGURE 21 shows, these proportions are unchanged from 2003.

As in 2003, those most likely to have heard about the IPA include long-term residents of San Jose (those who have lived in the City for at least 20 years), homeowners, college-educated residents, those age 50 and over, registered voters, and white residents. More affluent residents were more likely to have heard about the IPA.

FIGURE 21:
Awareness of the Independent Police Auditor

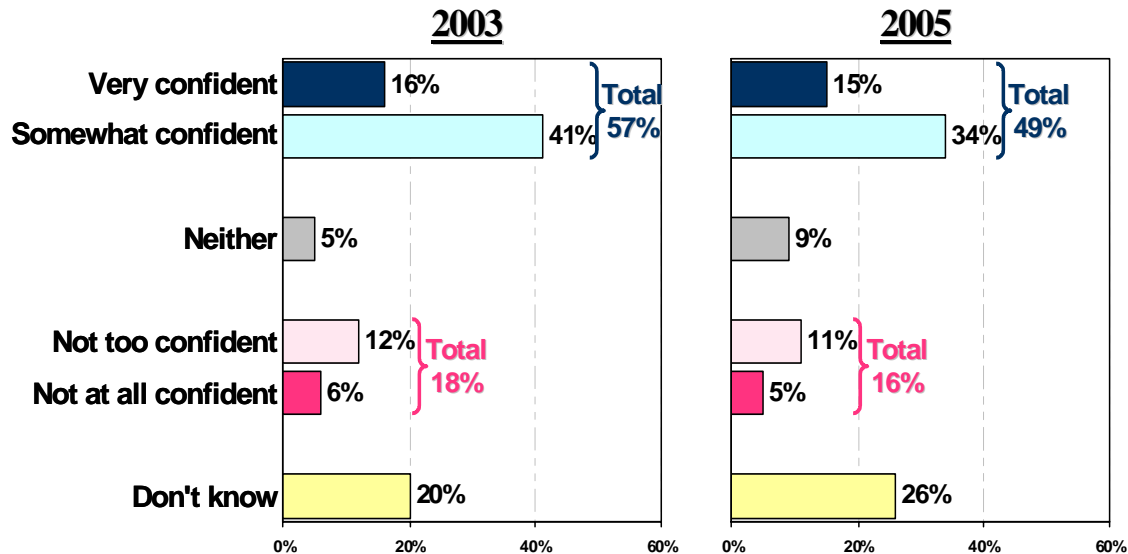


24. The Office of the Independent Police Auditor oversees citizen complaints filed against San José Police officers. Have you heard anything about this office?

Again as in 2003, respondents were then asked how confident they are that the IPA could effectively provide civilian oversight of the Police Department. Nearly half (49%) said they are confident in the IPA’s effectiveness, while just 16 percent said that they are not confident. As

FIGURE 22 shows, the proportion expressing confidence in the IPA to be effective in providing civilian oversight of the Police Department is eight points lower in the current study than two years ago. This change does not reflect an increase the number of residents who lack confidence in the IPA, but rather an increase in the proportion who say they are unable to offer an opinion.

FIGURE 22:
Confidence in the Effectiveness of the Independent Police Auditor
2003 and 2005



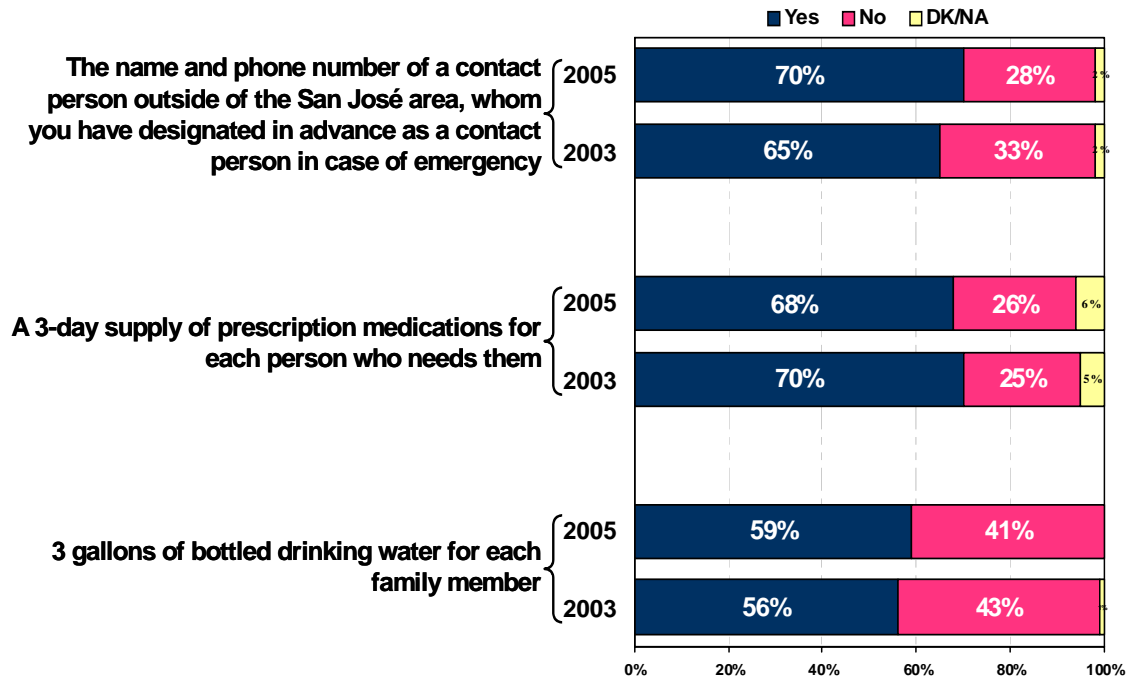
25. The Office of Independent Police Auditor provides civilian oversight of the San José Police Department. How confident are you that the Office of Independent Auditor can be effective in providing civilian oversight of the San José Police Department. Would you say you are...?

As in 2003, those who have heard “a lot” about the IPA demonstrated a higher level of confidence. While 67 percent of those who had heard “a lot” and 64 percent of those who had heard “a little” about the agency said they are confident in the IPA’s ability to be effective in its role, those who had heard “a lot” were significantly more likely to say they are “very confident” in the IPA than were those who had heard only “a little” (36% to 17%). Those who had heard nothing about the agency demonstrated far greater uncertainty, with 33 percent giving this response.

4.3 Emergency Preparedness

In the 2001 community survey, 77 percent of San Jose residents reported that they had sufficient food, water and medical supplies set aside to sustain their family for 72 hours in the event of a disaster or emergency. To put that assertion to the test, the 2003 survey asked respondents to indicate whether they had made three more specific arrangements to prepare for an emergency. As shown in FIGURE 23 on the following page, the proportion who say they are prepared in each area has changed little since the question was first asked in 2003. Just under seven in ten (68%) said they have a three-day supply of all necessary prescription medications set aside, 70 percent have designated an out-of-area contact person, and 59 percent have sufficient bottled water set aside for all members of their family.

FIGURE 23:
Emergency Supplies San Jose Residents Have Set Aside at Their Homes
2003 and 2005

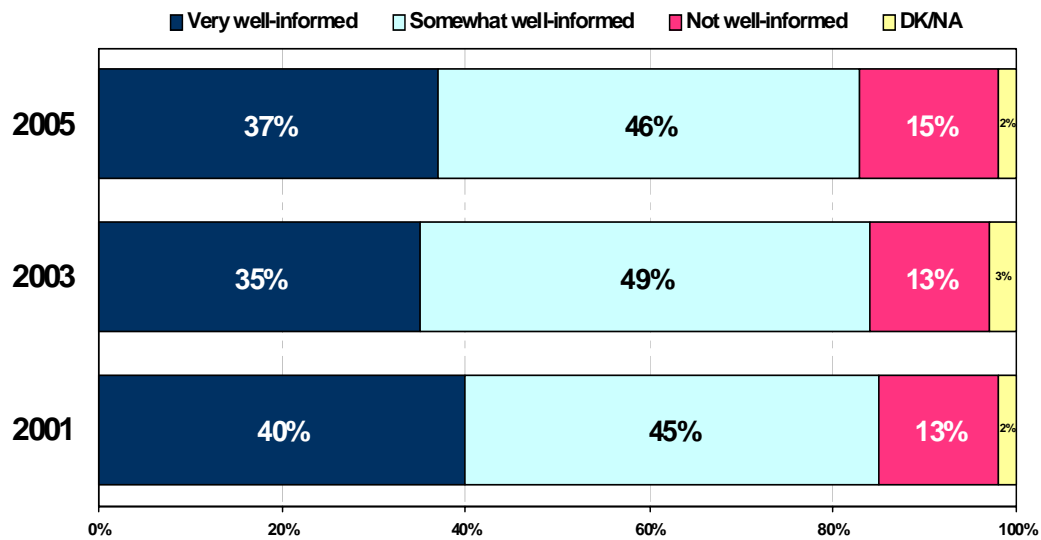


26. I am going to read you a list of the items that you and your family may need in the event of an emergency or natural disaster. Please tell me whether you currently have each of the following supplies available at your home.

Higher proportions of homeowners, men, older residents, and college-educated men said that they have three gallons of drinking water for each family member. Residents of 21 years or more, homeowners, college-educated residents, white residents, older residents, and the more affluent are more likely to have a three-day supply of prescription medications for each person who needs them. There was little demographic variation in the proportion who have a designated contact person in case of an emergency.

Despite less than three-quarters having the appropriate amount of emergency supplies on hand, 83 percent consider themselves well-informed about what they should do during and after an emergency or disaster. As shown in FIGURE 24, the proportion feeling well-informed has changed little since 2001 when the question was first asked.

FIGURE 24:
Perceived Degree of Information About Emergency Activities, 2001-2005



27. How well-informed are you about what things you should do during and after an emergency or disaster: very well-informed, somewhat well-informed, or not well-informed?

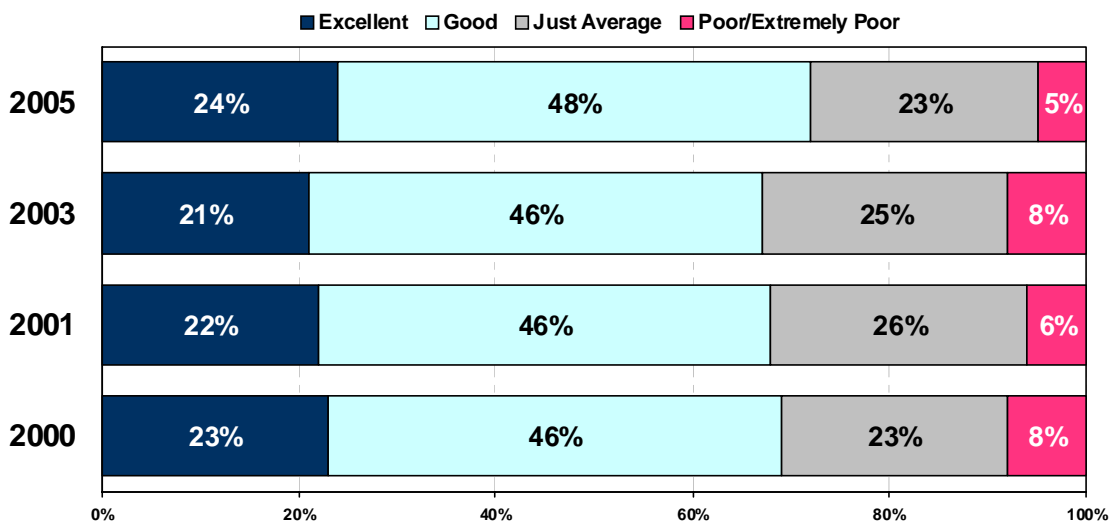
As in 2003, the residents most likely to describe themselves as “very well-informed” about what to do in an emergency include homeowners, residents age 50 and over, those with household incomes over \$60,000 per year, long-term residents of San Jose, white residents, and college-educated residents. Those most likely to describe themselves as “not well-informed” include renters, those who have lived in San Jose for less than five years, Latino and African-American residents, the less affluent, residents of SNI neighborhoods, and the less well-educated.

PART 5: COMMUNITY ENGAGEMENT IN SAN JOSE

5.1 Conditions in San Jose Neighborhoods

Survey respondents were asked to picture their neighborhood, and then rate its “overall physical condition” including “houses and/or apartment buildings, front and back yards, shops, streets and sidewalks.” Continuing a trend from prior years’ surveys, high proportions of residents rate the overall physical condition of their neighborhoods as “excellent” or “good,” with 72 percent giving one of these responses. As FIGURE 25 shows, the proportion giving their neighborhood a positive rating has increased slightly since 2003, but overall has changed little over the last five years.

FIGURE 25:
Respondents’ Evaluation of the Physical Condition of Their Neighborhood, 2000-2005



5. I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally...?

As has been the case in prior years, large numbers of nearly every demographic subgroup rate the condition of their neighborhood as “excellent” or “good.” Positive ratings increase with education and household income.

Nearly half (48%) of residents believe the physical condition of their neighborhood has gotten better. While 35 percent believe it has stayed the same, just 11 percent believe it has gotten worse. As FIGURE 26 shows, responses to this question are little changed from 2003. However, as in 2003, the proportion with a positive impression has increased since 2000 and the proportion with a negative view has decreased slightly. There were few notable differences by demographic groups in response to this question.

FIGURE 26:
**Perception of Recent Change in Neighborhood’s Physical Condition,
2000 Through 2005**

Response	2005	2003	2001	2000	Change 2000 to 2005
Much Better	17%	16%	13%	11%	+6%
Somewhat Better	31%	31%	30%	28%	+3%
TOTAL BETTER	48%	47%	43%	39%	+9%
ABOUT THE SAME/DK	35%	41%	43%	46%	-11%
Much Worse	3%	4%	4%	3%	0%
Somewhat Worse	8%	8%	10%	12%	-4%
TOTAL WORSE	11%	12%	14%	15%	-4%

** 2000 and 2001 surveys asked about the “past year;” 2003 and 2005 surveys asked about the “past two years”*

Residents of SNI neighborhoods were less likely than others to rate the physical condition of their neighborhood as “excellent” (14% versus 31%), but were more likely to say that it had improved in the past two years (57% versus 47%).

Survey respondents were also asked whether they believe that people in their neighborhood “share a sense of local community pride” or “do not care much about the local community.” Nearly two-thirds (64%) of residents say that people in their neighborhood share a sense of community pride, while less than one in three (28 percent) said that their neighbors do not care much about the local community. As FIGURE 27 shows, there has been little change in opinion on this question in the past five years.

FIGURE 27:
Residents’ Estimate of Their Neighbors’ Community Pride, 2000 through 2005

Response	2005	2003	2001	2000	Change2000 to 2005
Definitely have pride	35%	34%	37%	33%	+2%
Probably have pride	29%	29%	32%	33%	-4%
TOTAL HAVE PRIDE	64%	63%	69%	66%	-2%
Definitely do not care	9%	10%	9%	8%	+1%
Probably do not care	19%	19%	16%	19%	0%
TOTAL DO NOT CARE	28%	29%	25%	27%	+1%
DON’T KNOW	8%	9%	6%	7%	+1%

There is also little variation in response to this question among subgroups of the population. Homeowners say people have pride in their neighborhood in higher proportions than renters (67% to 57%), and younger residents are more likely to say people “do not care” than those older.

5.2 Condition of Public Facilities

As in past years, majorities of residents have a positive impression of the City’s public buildings. In fact, no more than six percent give a “poor” rating to any City building or facility tested. Residents expressed the most positive opinions about public library buildings, with 78 percent considering the physical condition of public library buildings “excellent” or “good.” An only slightly lower 71 percent feel this way about City parks and 70 percent about cultural facilities. Although nearly one in five residents was not able to give an opinion, 64 percent rate the physical condition of government offices as “excellent” or “good” and just under six in ten (59%) feel this way about community centers.

As shown in FIGURE 28, the most significant change in ratings over the years occurred in perceptions of *government offices*. While 54 percent had a positive impression of such offices’ physical condition in 2003, 64 percent do so today. Ratings increased modestly for the public libraries – continuing an upward trend since 2000. Ratings also increased slightly for community centers.

FIGURE 28:
Perceived Condition of Public Facilities in San Jose, 2000 Through 2005

Facility	Year	TOTAL EXC./ GOOD	Exc.	Good	Just Avg.	Poor	Ext. Poor	DK/NA
Public library buildings	2005	78%	30%	48%	14%	2%	0%	5%
	2003	74%	22%	52%	15%	4%	0%	6%
	2001	68%	18%	50%	21%	4%	0%	6%
	2000	60%	13%	47%	26%	6%	1%	8%
City parks	2005	71%	15%	56%	19%	5%	1%	4%
	2003	71%	17%	54%	22%	3%	0%	4%
	2001	70%	16%	54%	22%	4%	0%	3%
	2000	67%	11%	56%	23%	5%	0%	4%
Cultural facilities such as public theaters and museums	2005	70%	19%	51%	16%	4%	0%	10%
	2003	68%	18%	50%	17%	4%	0%	10%
	2001	71%	21%	50%	17%	3%	1%	9%
	2000	68%	17%	51%	19%	4%	1%	9%
Government offices	2005	64%	18%	46%	16%	3%	1%	17%
	2003	54%	12%	42%	20%	3%	1%	22%
	2001	60%	11%	49%	21%	3%	1%	16%
	2000	51%	8%	43%	27%	3%	0%	18%
Community centers	2005	59%	15%	44%	20%	3%	0%	18%
	2003	53%	10%	43%	22%	4%	0%	21%
	2001	54%	11%	43%	23%	3%	1%	19%
	2000	47%	8%	39%	29%	5%	1%	18%

Higher proportions of those who use the library frequently offer positive ratings of the physical condition of public library buildings. While 63 percent of those who do use the library give an “excellent” or “good” rating, 79 percent of those who have used it one to 12 times and 88 percent of those who used it more often in the last year did so. There were no notable differences among subgroups of the population in their ratings of each public building or facility.

5.3 Accessibility of Public Amenities

Survey respondents were also asked to evaluate the accessibility of a variety of local amenities, both public and private, as illustrated in FIGURE 29 below. Seven in ten or more residents rate all but two facilities tested as “easily accessible.” The two exceptions are *city recreation services* (67%) and *parking in lots and garages in Downtown San Jose* (59%). The highest proportions consider *basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores*; *city parks*; *the public library system*; and *major shopping centers and malls* to be easily accessible.

FIGURE 29:
Resident Evaluations of Access to Public Amenities

Amenity	TOTAL ACCESS.	Very Access.	SW Access.	SW Inaccess.	Very Inaccess.	Neither/ DK
Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores	93%	66%	27%	4%	1%	3%
City parks	90%	55%	35%	4%	2%	4%
The City’s public library system	88%	55%	33%	5%	2%	5%
Major shopping centers and malls	82%	47%	35%	8%	2%	7%
Public transit	75%	41%	34%	9%	5%	12%
Downtown San José	73%	38%	35%	13%	3%	11%
San José International Airport	73%	34%	39%	12%	5%	11%
Local trails and natural areas	73%	37%	36%	8%	5%	14%
The HP Pavilion Arena	71%	36%	35%	7%	2%	20%
City recreation services	67%	26%	41%	6%	2%	25%
Parking in lots and garages in Downtown San Jose	59%	26%	33%	16%	7%	17%

There has been little notable change in perceptions of each facility's accessibility since 2001 in particular. Ratings increased four points for *the City’s public library system*, fell four points for *major shopping centers and malls* and fell five points for *Downtown San Jose*. FIGURE 30 illustrates the change over the past five years.

FIGURE 30:
Changes in the Perceived Accessibility of Public Amenities,
2000 Through 2005

Amenity	2005	2003	2001	2000	5-Year Change
San Jose International Airport	73%	74%	73%	62%	+11%
Local trails and natural areas	73%	71%	69%	65%	+8%
The City's public library system	88%	84%	85%	81%	+7%
City parks	90%	91%	90%	89%	+1%
City recreation services	67%	64%	66%	63%	+4%
Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores	93%	92%	92%	92%	+1%
Downtown San Jose	73%	78%	78%	--	-5%
Public transit	75%	77%	80%	79%	-4%
Major shopping centers and malls*	82%	86%	NA	NA	-4%
The HP Pavilion Arena*	71%	71%	NA	NA	0%

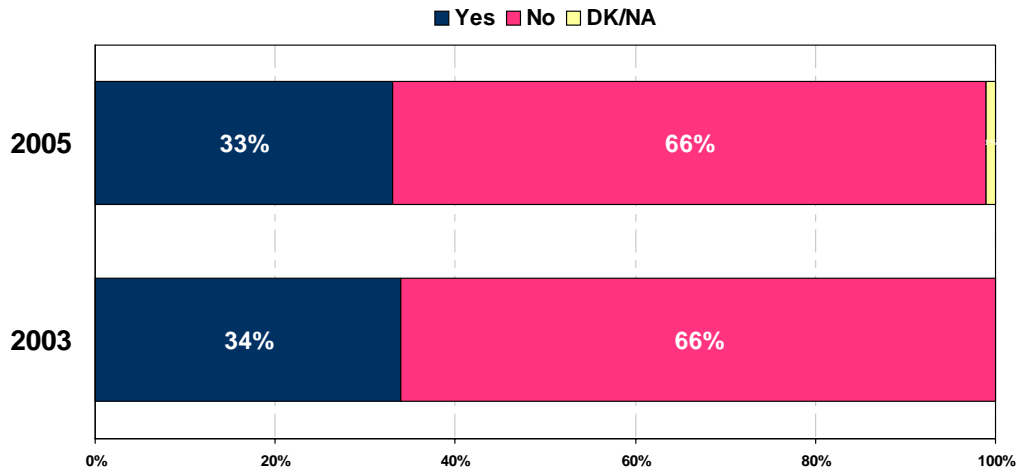
*First asked in 2003. Change represents change from 2003 to 2005

There were not a lot of notable demographic differences in the proportion considering each facility accessible. Older residents (those 50 years or older) were less likely to consider *parking lots and garages in Downtown San Jose* and *city recreation services* to be accessible than were younger residents. Men were more likely to consider *local trails and natural areas* and *city recreation services* accessible than were women. The more affluent are more likely to consider *the H.P Pavilion Arena*, *local trails and natural areas*, *major shopping centers and malls*, and *basic consumer services* more accessible than are less affluent residents.

5.4 Participation in Volunteer Activities

One-third (33%) of residents said they have volunteered their time to some type of community or government organization in San Jose in the past year. This result is little changed from 2003 when the question was first asked (see FIGURE 31).

FIGURE 31:
Participation in Community or Government Volunteer Activities in San Jose in the Past Year, 2003 and 2005



10. Let me ask you about another subject. During the past year, have you volunteered your time to any type of community or government organization in San José?

FIGURE 32 on the following page highlights the subgroups with the highest rates of participation in volunteer activities in the past year. Rates of participation in volunteer activities are generally greatest among homeowners, college graduates, white women, African-American residents, men ages 50 or older, the most affluent, and residents who have lived in San Jose for twenty years or more. Registered voters are more likely to have volunteered than non-voters (36% to 22%).

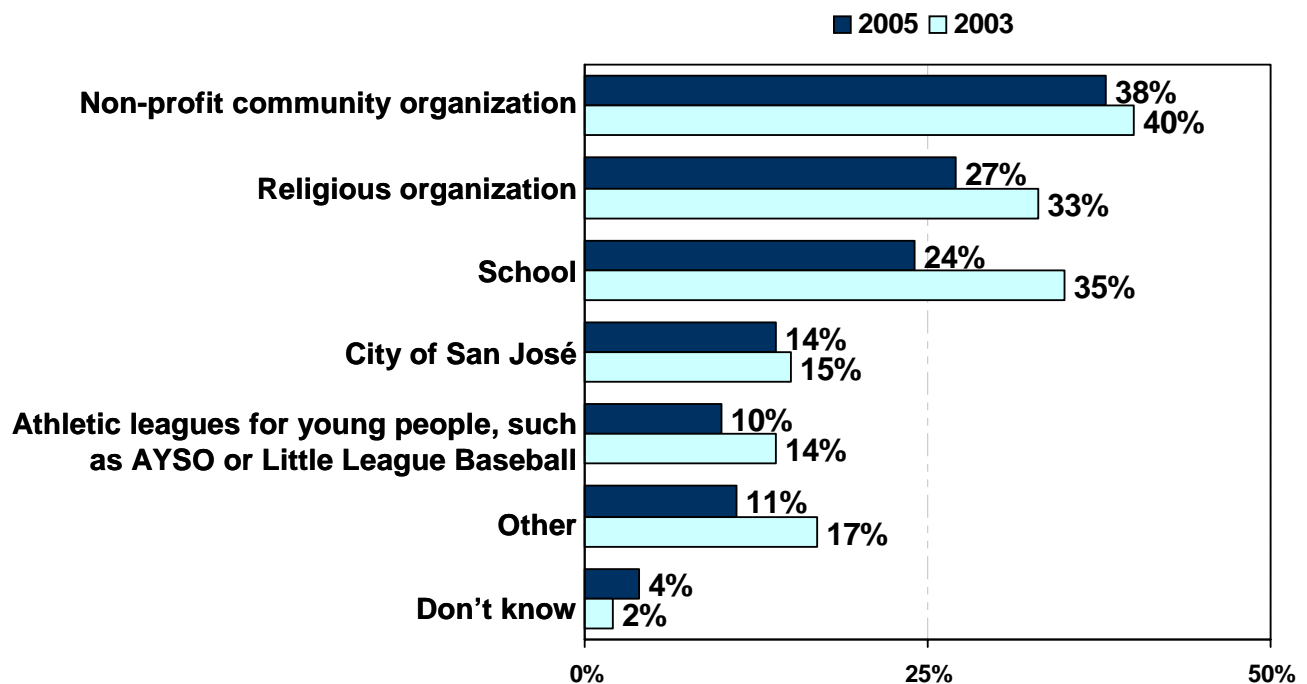
FIGURE 32:
Subsets of the San Jose Population with the Highest Rates of Volunteerism

Group	% Volunteered in the Past Year
ALL RESIDENTS	33%
Residents with a post-graduate education	55%
Household income over \$100,000 per year	46%
Lived in San Jose 20+ years	42%
White women	39%
African-Americans	39%
Men 50 years of age or older	38%
Homeowners	38%

Those residents who had volunteered were most likely to report having given their time to a non-profit community organization (38%), religious organization (27%), or school (24%). Fourteen percent (14%) said they had volunteered for the City of San Jose, while 10 percent had done so for a youth athletic league and 11 percent for some other civic or community organization (see FIGURE 33).

Homeowners are more likely to have volunteered for a religious organization than renters. Renters were more likely to have volunteered for a school than homeowners. Those with school-age children were more likely to have volunteered for a school than those without (33% to 18%); they were also more likely to have volunteered for a youth athletic league (16% to 5%). Residents under 50 years of age were more likely to have volunteered for a school, reflecting the fact that they are more likely to have school-age children.

FIGURE 33:
Types of Organizations for Which Residents Volunteered, 2003 and 2005
*(Asked Only Among Those Who Volunteered in the Past Year;
Multiple Responses Accepted)*

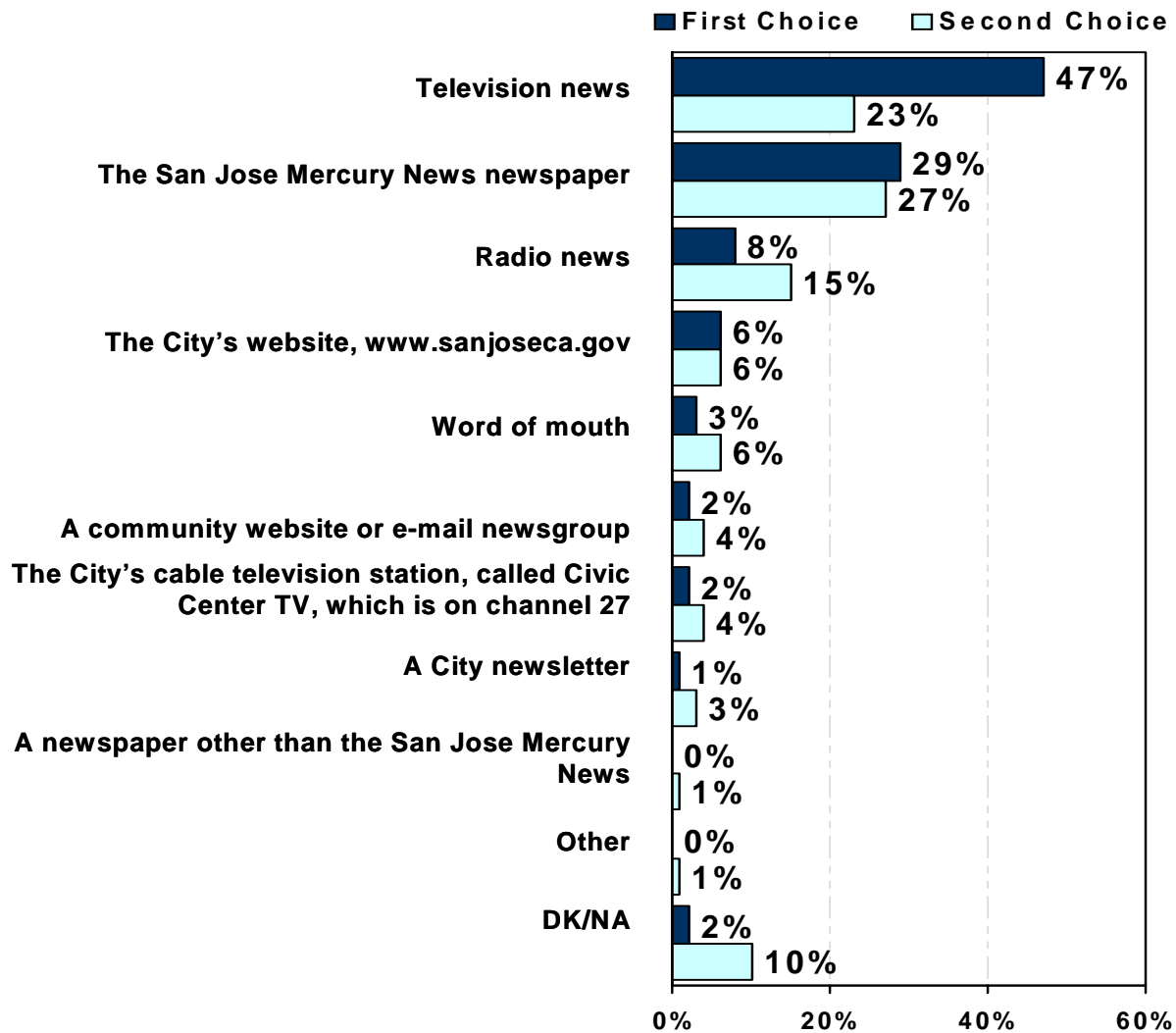


11. During the past year, did you volunteer your time to any of the following types of organizations?

PART 6: INFORMATION SOURCES

For the first time this year, San Jose residents were asked where they get most of their news and information about San Jose City government. As FIGURE 34 shows, nearly half (47%) of San Jose residents primarily get their news and information about City government from television news. This is followed distantly by The San Jose Mercury News newspaper (29%). Less than ten percent rely on any other source, with eight percent naming radio news and six percent the City's website.

FIGURE 34:
Sources of Information About San Jose City Government



30. Which of the following sources of information do you use most often to get news and information about San José City government?

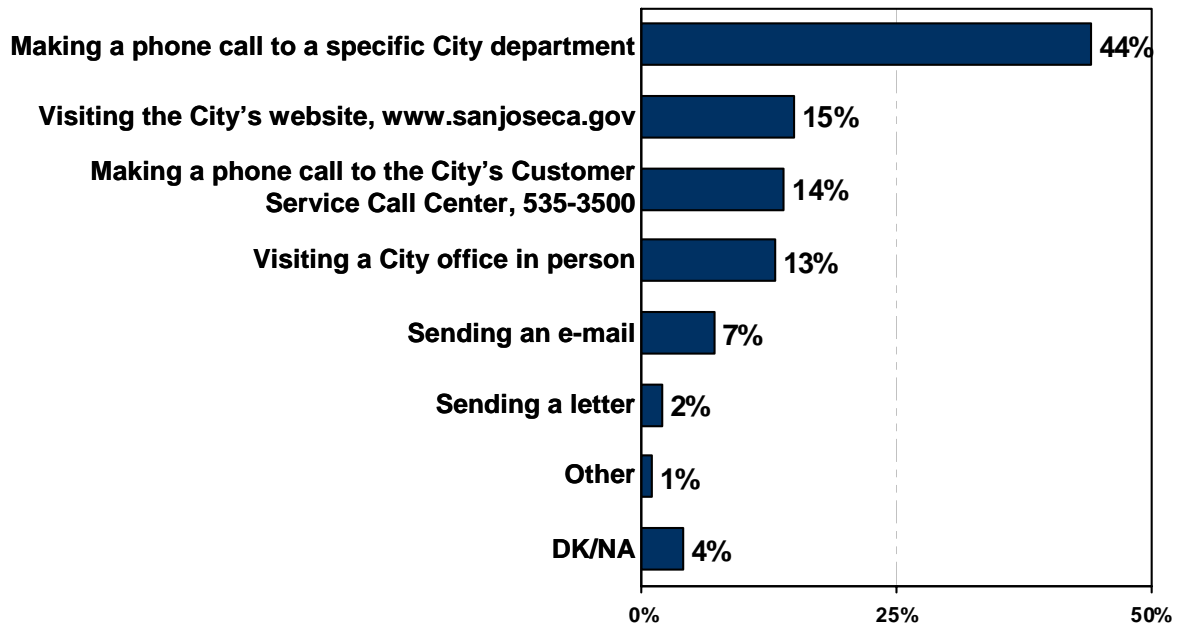
Women under age 50 are far less likely than others to rely on the San Jose Mercury News, with just 19 percent calling this their primary source of local news, compared to 31 percent of men under 50, 41 percent of men 50 and over and 36 percent of women 50 and over. Women under 50 are more likely to turn to television news (56%) than are other subgroups of the population.

While television news was named as the primary source of news by a plurality of nearly every subgroup of San Jose's population, the proportion who turn to the San Jose Mercury News is higher among the more educated (in particular men), white residents, registered voters, those 50 years of age or older, and the most affluent.

When asked how residents would prefer to contact the City to get information or request services in a non-emergency situation, the highest proportion said they would make a phone call to the specific City department they needed (44% giving this response). Far fewer said they would visit the City office in person (13%), make a phone call to the City's Customer Service Call Center (14%), or visit the City's website (15%). Just seven percent would send an e-mail and two percent would send a letter (see FIGURE 35).

Residents in every demographic group analyzed said they would be most likely to phone the specific City department needed to request services or information. However, younger residents, the most affluent, and college-educated residents said they would visit www.SanJoseca.com in higher proportions than did other subgroups.

FIGURE 35:
Methods of Contacting City Government for Services or Information in a Non-Emergency Situation



31. In non-emergency situations, if you needed to request services or information from the City of San José, which of the following methods would you prefer to use to contact the City?

APPENDIX A:

TOPLINE SURVEY RESULTS